



Catherine Norman

Administrative Secretary, Applied Human Development

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STRENGTHS

- 🔒 **Confidential records**
Handled sample student and departmental files with careful access controls. Faculty reviewers trusted consistent filing and retrieval decisions.
- 📊 **Financial accuracy**
Reconciled purchasing records and simulated P card activity. Discrepancy checks made budget summaries easier for reviewers to trust.
- 👥 **Student service**
Worked through registration questions in supervised scenarios. Clear answers and timely escalation kept interactions professional and useful.
- ✉ **Office communication**
Drafted correspondence, minutes, notices, and publications for different audiences. Peer feedback sharpened clarity without losing practical detail.
- 📁 **Records systems**
Used Excel and Access for entry, queries, validation, and reporting. A consistent audit trail made corrections easier to follow.

SKILLS

Administrative support

Confidential records

Budget reconciliation

P card reconciliation

Student registration

Meeting minutes

Event coordination

Public relations materials

Microsoft Office Database queries

SUMMARY

Early career administrative professional with more than one year of supervised student employment, academic office projects, and records focused experience supporting higher education operations. Practical work includes confidential records, database entry and queries, **document imaging**, scanning, filing, budget tracking, purchasing documentation, P card reconciliation, payment records, meeting coordination, student registration support, recruitment files, publications, events, and **recurring reports**. Microsoft Office practice includes Word, Excel, PowerPoint, and Access, with additional exposure to **financial system reports, standard office equipment**, and audio visual tools. Clear written and verbal communication supports professional service for students, faculty, staff, visitors, and administrators. Detail, discretion, accuracy, and dependable follow through support changing priorities and coordinated daily office operations.

EDUCATION

Associate of Applied Business in Office Administration

Owens Community College 🎓 GPA: 4.0 📅 2026 📍 Toledo, Ohio

***Coursework:** Administrative records, Microsoft Office, database management, financial documentation, office communications*

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, PowerPoint, Access
- **Database Management:** Database entry, database queries, records validation
- **Financial Systems:** Budget reports, P card records, data updates
- **Document Imaging:** Scanning, indexing, electronic filing
- **Office Equipment:** Printers, computers, standard peripherals
- **Audio Visual Tools:** Presentation equipment, event audio, visual displays
- **Financial Documentation:** Check requests, transfers, indirect charges
- **Records Administration:** Confidential files, document retrieval, recurring reports
- **Student Information:** Registration records, prerequisites, class availability
- **Recruitment Administration:** Applicant logs, credential tracking, interview schedules
- **Payment Records:** Cash records, check records, card payments
- **Office Communications:** Correspondence, agendas, minutes, event notices

EXPERIENCE

University Project, Academic Office Administration Capstone

Academic Office Administration 📅 January 2026 to September 2026 📍 Toledo, Ohio
Capstone

Completed a supervised academic office simulation covering confidential records, student service, purchasing, **recruitment administration**, meetings, reporting, and departmental communications. Presented an integrated administrative workflow to faculty reviewers with careful attention to accuracy and discretion.

- Designed an academic office workflow for **confidential records**, student requests, purchasing, recruitment, and reports.
- Built Excel workbooks reconciling **P card transactions**, transfers, **check requests**, inventory purchases, and balances.
- Created Access records and queries that identified missing fields and produced management summaries.
- Indexed more than 200 sample files using **scanning**, naming, access, **filing**, and retrieval standards.
- Drafted correspondence, agendas, minutes, event notices, and newsletters with Word and PowerPoint.

Financial systems

Document imaging Cash handling

Office correspondence

Recruitment administration

LANGUAGES

English Native

Spanish Beginner

MY CAREER

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MONTHS

- Presented administrative controls to faculty reviewers, demonstrating accurate records and professional confidentiality practices.

Student Lab, Higher Education Records and Systems Lab

Higher Education Records and Systems 📅 August 2025 to December 2025 📍 Toledo, Ohio

Completed supervised records and systems exercises focused on registration support, financial reporting, **document imaging**, payment documentation, data quality, and consistent office filing. Produced an evaluated report linking system findings with corrective administrative steps.

- Completed registration scenarios involving prerequisites, **class availability**, **independent study**, and schedule questions.
- Validated records with spreadsheet and database tools, documenting corrections through an approved audit trail.
- Ran **financial system reports** and traced discrepancies among transactions, supporting documents, and budget summaries.
- Scanned and indexed documents, then corrected inconsistent classifications during retrieval testing.
- Documented simulated **cash**, check, and card payments with balancing worksheets and control procedures.
- Produced a records management report connecting data quality findings with consistent filing recommendations.

University Project, Administrative Communications and Events

Administrative Communications and Events 📅 January 2025 to May 2025 📍 Toledo, Ohio

Completed a supervised academic office project covering **event coordination**, **publications**, public relations materials, recruitment administration, meeting records, and visitor service. Revised deliverables through faculty and peer feedback for accurate, accessible communication.

- Planned an academic event with room needs, **audio visual equipment**, supplies, communications, and checklists.
- Produced flyers, email announcements, **presentations**, and **public relations** articles for campus audiences.
- Facilitated mock meetings, captured decisions and action items, and issued concise minutes.
- Created applicant logs, credential tracking, confidential file controls, interview schedules, and status reports.
- Answered role play questions from students, faculty, and visitors using approved information and escalation.
- Revised office communications after review, improving consistency, accessibility, and **accuracy** across final materials.

PROJECTS

Academic Records and Budget Workflow 📅 2026

Built a practical office workflow that connected confidential records, budget reconciliation, purchasing documentation, database queries, document imaging, and recurring reports. Its focus was simple, accurate information retrieval for academic administrators.

Campus Communications and Event Package 📅 2025

Created a coordinated event and publication package for a campus audience, linking meeting logistics, public relations materials, presentations, correspondence, and visitor communication into one clear administrative process.

LEADERSHIP & AWARDS

- Office Administration Program Excellence Award, 2026
- Dean's List, 2025
- Academic Achievement Scholarship, 2025

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2026

- Microsoft Office Specialist: Word Associate 📅 2025

PROFESSIONAL AFFILIATIONS

- Student Office Administration Association, Event Coordinator, 2025 to 2026
- Business Applications Lab, Peer Tutor, 2025 to 2026

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST