

Catherine Norman

Administrative Secretary, Applied Human Development

☎ (419) 555-6732

✉ catherine.norman@example.com

🌐 linkedin.com/example/catherinenorman

📍 Toledo, OH 43604

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

Financial systems

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

Recruitment administration

Spanish Beginner

MY CAREER

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MONTHS

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