

Evelyn Ford

Administrative Secretary

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STRENGTHS

- 🗨️ **Service communication**
Handled resident calls and visitor concerns with clear explanations, careful notes, and respectful routing when issues needed follow up.
- 📁 **Records control**
Standardized folders and recurring forms in utility operations. Staff could find current information faster, and sensitive files stayed orderly.
- 📊 **Financial support**
Checked invoices, requisitions, quotes, payroll records, and cash details before approval. That habit reduced avoidable corrections.
- 🔄 **Work order coordination**
Kept dispatch details and radio logs current during daily service activity. Supervisors gained a dependable view of assignments.
- 📅 **Office organization**
Tracked supplies, meetings, travel, correspondence, and deadlines in practical routines. Colleagues often relied on current records.
- ✅ **Policy awareness**
Applied office procedures and documentation standards during public service work. Questions were raised early when information did not align.

SKILLS

Administrative support

Confidential records

Calendar management

Meeting minutes Correspondence

Proofreading Data entry

Work order dispatch Bookkeeping

SUMMARY

Administrative secretary with four years supporting public service and utility operations through confidential records management, calendar coordination, correspondence, meeting materials, **work order dispatch**, payroll support, purchasing, invoice processing, **cash account balancing**, and statistical reporting. Maintains organized files, accurate spreadsheets, supply records, vendor quotes, requisitions, and expenditure documentation. Communicates clearly with residents, visitors, vendors, outside agencies, and internal departments, responding to inquiries and routing sensitive matters appropriately. Prepares agendas, minutes, memoranda, reports, forms, and routine correspondence from source information or instructions. Applies sound judgment when handling complaints, confidential personnel records, archived information, and policy requirements. Holds an active **Louisiana driver's license** and **Microsoft Office Specialist** certification, with a practical focus on dependable service and orderly daily operations.

EXPERIENCE

Administrative Secretary

Cypress Parish Utility Cooperative 📅 November 2024 - Present 📍 Lafayette, LA

Supports utility operations leadership with confidential administration, service coordination, financial documentation, records control, public communication, and daily office workflow. Keeps field and office teams aligned through accurate information, timely follow up, and practical process improvements.

- Coordinated utility calendars, meetings, **correspondence**, records, and urgent requests across field and office functions.
- Dispatched service **work orders** and maintained **radio communication logs** for clear assignment tracking and follow up.
- Prepared agendas, **meeting minutes**, memoranda, letters, and operational reports from source information and instructions.
- Processed invoices, requisitions, **vendor quotes**, payroll records, and expenditure spreadsheets before approval routing.
- Screened calls and visitors, documented service concerns, and routed complex matters to appropriate staff.
- Standardized folder labels, supply **records**, and frequently used forms for easier daily tracking.

Administrative Assistant

Acadiana Public Works Support Office 📅 October 2022 - October 2024 📍 Broussard, LA

Supported public works administration through **calendar management**, records maintenance, bookkeeping, **purchasing**, travel coordination, public communication, and statistical reporting. Helped supervisors keep service information, financial documents, inventory, and meeting materials current and accessible.

- Maintained supervisor **calendars**, correspondence, meeting files, service records, and confidential personnel documentation.
- Entered work order, permit, facility use, and service level data for recurring management reports.
- Drafted routine responses, typed documents from notes, and proofread **reports** before distribution.
- Reconciled **cash accounts** and organized invoice records for accurate, timely payment processing.
- Coordinated **training travel**, meeting logistics, public office communication, vendors, and resident requests.
- Maintained office inventory, obtained vendor quotes, prepared requisitions, and tracked orders through receipt.

Cash balancing

Purchase requisitions

Vendor quotes Invoice processing

Payroll support

Statistical reporting

LANGUAGES

English Native

Spanish Beginner

MY CAREER



● Administrative Secretary at Cypress Parish Utility Cooperative (1.9 Years)

● Administrative Assistant at Acadiana Public Works Support Office (2 Years)

PROJECTS

Utility Records Workflow 📅 2025

Created a practical filing and supply tracking approach for recurring utility office work. Clear labels, reorder records, and accessible forms helped staff locate information and complete routine requests with less interruption.

Public Service Reporting 📅 2024

Compiled work order, permit, facility use, and service level information into recurring administrative reports. Organized source records helped supervisors review activity and respond to operational needs.

LEADERSHIP & AWARDS

- Recognized by operations leadership for dependable confidential administrative support and accurate service coordination.
- Commended by supervisors for clear records, careful proofreading, and consistent follow through on time sensitive requests.
- Trusted with sensitive payroll, personnel, purchasing, and public service records across busy office operations.

EDUCATION

High School Diploma

Lafayette High School 🎓 GPA: 4.0 📅 2022 📍 Lafayette, LA

Coursework: Business communication, computer applications, office procedures, data management

CERTIFICATIONS

- Microsoft Office Specialist: Associate 📅 2023
- Louisiana Driver's License, Active 📅 2022

TECHNICAL SKILLS

- **Office Productivity:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Records Management:** File indexing, Archived records, Retention tracking
- **Financial Administration:** Bookkeeping, Cash reconciliation, Invoice processing
- **Purchasing Systems:** Vendor quotes, Purchase requisitions, Supply ordering
- **Payroll Administration:** Payroll documentation, Time records, Approval routing
- **Utility Operations:** Work orders, Service requests, Dispatch coordination
- **Communication Tools:** Telephone systems, Radio logs, Fax equipment
- **Reporting Tools:** Spreadsheets, Statistical reports, Data retrieval
- **Meeting Administration:** Agendas, Meeting minutes, Travel coordination
- **Office Equipment:** Computers, Copiers, Facsimile equipment
- **Public Service Support:** Visitor reception, Complaint response, Procedure explanations
- **Compliance Practices:** Policies, Regulations, Corrective action

PROFESSIONAL AFFILIATIONS

- Supports utility and public works administration through accurate records, responsive communication, and orderly workflows.
- Coordinates with field staff, supervisors, vendors, residents, public offices, and outside organizations.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST