

Cora Ball

Administrative Support Specialist, Career Success

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STRENGTHS

-  **Front Office Service**
Keeps reception organized during busy periods, and student questions receive clear routing. Colleagues rely on calm follow through.
-  **Financial Accuracy**
Reconciles records against statements and researches discrepancies with finance staff. A careful review often prevents another correction later.
-  **Event Coordination**
Connects rooms, catering, parking, invitations, and registration details into workable events. Last minute changes receive practical solutions.
-  **Student Employee Training**
Uses Canvas resources and documented procedures to prepare assistants for daily coverage. New staff gain confidence through clear guidance.
-  **Adaptable Communication**
Balances email, telephone, walk in, and vendor requests without losing service quality. People remember receiving a useful next step.

SKILLS

- Administrative Support

Office Management

Customer Service

Student Services

Budget Monitoring

Financial Reconciliation

Purchasing Invoice Processing

Microsoft Excel Microsoft Outlook

Microsoft Word

SUMMARY

Administrative support professional with five years of progressively responsible experience in **higher education, student services**, office operations, financial administration, customer service, and event coordination. Supports busy front offices serving students, faculty, staff, alumni, employers, visitors, and public contacts with clear communication and sound judgment. Manages confidential records, shared inboxes, appointments, purchasing documents, invoices, reimbursements, registrations, **budget reports**, reconciliations, and vendor follow up. Coordinates workshops, employer visits, **facility reservations**, catering, transportation, invitations, registration data, and event materials. Maintains career platform records, job and internship postings, web content, Excel reports, and Canvas training resources. Trains and schedules student assistants while balancing deadlines, changing priorities, and independent problem solving across student success operations.

EXPERIENCE

Administrative Support Specialist, Student Services

Piedmont State College  July 2024 - Present  Athens, GA

- Supports daily student services operations, financial administration, career events, employer records, public web content, and student assistant supervision. Provides reliable front office coverage while coordinating confidential communications, purchasing activity, budget reporting, platform updates, and service referrals.
- Coordinate **reception, appointments**, calls, shared inbox requests, and walk in student referrals across support services.
 - Maintain Excel budget records, invoices, requisitions, reimbursements, registrations, and monthly spending summaries for student operations.
 - Reconcile **financial statements**, research discrepancies with finance staff and vendors, and document required **budget transfers**.
 - Coordinate career workshops and employer visits through reservations, catering, parking, invitations, spreadsheets, and attendee communications.
 - Review career platform **job postings**, maintain employer records, and update accessible public **web content**.
 - Train and schedule three student assistants through Canvas resources, confidentiality guidance, and documented reception procedures.

Office Services Coordinator

Blue Ridge Community College  September 2021 - June 2024  Gainesville, GA

- Managed office services for a high volume academic support office, combining reception, records, purchasing, financial documentation, event logistics, written communication, and confidential student assistance. Built practical workflows that kept service requests, supplies, reports, and events organized.
- Managed calendars, **correspondence**, records, mail, supplies, visitors, telephone inquiries, and shared email communications.
 - Processed purchase documents, vendor invoices, **reimbursements**, and program **registrations** for accurate financial review.
 - Built Excel workbooks using formulas, validation, and structured layouts for events, supplies, and expenditure reporting.
 - Prepared student communications, reports, presentation materials, and event notices using Word, Outlook, and PowerPoint.
 - Coordinated workshops through facilities, **equipment**, transportation, catering, participant lists, and day of materials.
 - Protected **confidential information**, resolved routine service issues, and referred academic or **accessibility** questions appropriately.

Microsoft PowerPoint Canvas

Career Platforms

Event Coordination

LANGUAGES

English Native

Spanish Beginner

MY CAREER



● Administrative Support Specialist, Student Services at Piedmont State College (2.2 Years)

● Office Services Coordinator at Blue Ridge Community College (2.8 Years)

PROJECTS

Career Event Operations 📅 2025

Coordinated workshop and employer visit logistics through registration spreadsheets, room reservations, catering, parking, invitations, and attendee communications.

Student Assistant Training Resources 📅 2024

Created Canvas based training resources covering reception procedures, confidentiality, communications, referrals, escalation, and daily office coverage.

LEADERSHIP & AWARDS

- Recognized for dependable front office support across student services operations and high volume service periods.
- Commended for accurate financial records, timely reconciliations, and clear coordination with vendors and finance staff.
- Selected to train and schedule three student office assistants using documented procedures and Canvas resources.

EDUCATION

Associate of Applied Science in Business Administrative Technology

Athens Technical College 🎓 GPA: 3.5 📅 2021 📍 Athens, GA

Coursework: Office management, accounting, business communication, spreadsheet applications

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2025
- Microsoft Office Specialist: Word Associate 📅 2024

TECHNICAL SKILLS

- **Microsoft Office:** Excel, Outlook, Word, PowerPoint
- **Financial Administration:** Invoices, reimbursements, purchase orders
- **Spreadsheet Reporting:** Formulas, validation, report development
- **Career Platforms:** Employer contacts, job postings, event registrations
- **Web Content:** Accessible content, page updates, online information
- **Event Operations:** Facility reservations, catering, parking
- **Communication Systems:** Shared inboxes, telephone screening, mass email
- **Student Support:** Career services, academic support, accessibility referrals
- **Training Systems:** Canvas, documented procedures, training resources
- **Records Administration:** Confidential records, correspondence, incoming mail
- **Purchasing Operations:** Requisitions, vouchers, vendor coordination
- **Budget Control:** Allocations, reconciliations, discrepancy research

PROFESSIONAL AFFILIATIONS

- Higher education student services operations and career support administration.
- Student employee training, office coordination, and confidential records support.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST