

# Joy Miller

## Clerk IV, Office Manager

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## STRENGTHS

- 📅 **Administrative coordination**  
Keeps calendars, correspondence, records, meetings, and follow up moving when requests arrive from several directions.
- ♥ **Grant support**  
Handled faculty seed grant activity from submission intake through awardee updates, payment coordination, and final reporting.
- 📁 **Records accuracy**  
Built orderly files and checked source information before reports went out, giving leaders confidence in each package.
- 🔒 **Sensitive communication**  
Protected confidential student, personnel, and financial information; colleagues trusted careful judgment during difficult requests.
- ✔ **Operational follow through**  
Tracked purchasing, travel, reimbursements, and deadlines to closure, even when interruptions changed priorities midstream.

## SKILLS

Office management

Academic administration

Program administration

Written communication

Prioritization

Records management

Basic bookkeeping

Microsoft Office Suite

Calendar management

Travel administration

Grant administration

## SUMMARY

Academic administration professional with six years supporting university programs, interdisciplinary initiatives, faculty activities, student appointments, purchasing, travel, reporting, and **office operations**. Coordinates **shared email**, calendars, **correspondence**, meetings, records, grant activity, reimbursements, and confidential communications with sound judgment. Advanced Microsoft Office skills include Word, Excel, Outlook, PowerPoint, Teams, and OneDrive, supported by experience with BuyWays, Summit reporting, **shared file systems**, and institutional workflows. Manages competing deadlines, frequent interruptions, sensitive information, and detailed assignments without losing follow through. Partners effectively with faculty leaders, business offices, academic units, students, vendors, and external contacts. Brings accurate recordkeeping, polished writing, practical bookkeeping, and dependable program support that helps academic centers operate smoothly.

## EXPERIENCE

### Office Manager, Interdisciplinary Programs

Granite Coast University 📅 August 2023 - Present 📍 Providence, RI

Leads daily administration for an interdisciplinary academic initiative, supporting faculty leadership, grant activity, purchasing, travel, reporting, records, and student services across campus partners.

- Coordinated **shared calendars**, email, correspondence, **meetings**, records, purchasing, travel, and student appointments.
- Processed faculty seed grant **submissions**, awardee communications, **business office** requests, expenditures, and final reports.
- Researched purchasing options and assembled exception documentation for timely approval through institutional procurement workflows.
- Arranged travel, reconciled **corporate card** receipts, prepared reimbursements, and retained complete supporting records.
- Compiled recurring operational and financial reports in Excel for consistent leadership planning and review.
- Handled sensitive requests across faculty, students, vendors, and campus units with discretion and **independent follow through**

### Senior Administrative Coordinator

Bayview College 📅 July 2021 - July 2023 📍 Warwick, RI

Coordinated administrative services for two academic programs, maintaining leadership support, student records, purchasing, travel, reporting, correspondence, and shared electronic files.

- Maintained leadership calendars, correspondence, meeting logistics, student **records**, and recurring program deadlines.
- Edited **memoranda, reports**, meeting materials, and correspondence in Word and Outlook for campus distribution.
- Organized Teams and OneDrive files, improving retrieval of current documents and administrative records.
- Prepared **travel arrangements** and reimbursement packages, checking **receipts** and approvals against college procedures.
- Tracked **purchasing** requests through procurement software and resolved documentation gaps before fiscal deadlines.
- Compiled enrollment, activity, and expenditure data in Excel, validating source records before distribution.
- Protected confidential student and personnel materials while triaging inquiries for appropriate administrative offices

### Administrative Assistant

Eastern Rhode Island University 📅 July 2020 - June 2021 📍 Kingston, RI

Student appointments

Confidential records

Independent follow through

Interpersonal skills

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



- Office Manager, Interdisciplinary Programs at Granite Coast University (3.2 Years)
- Senior Administrative Coordinator at Bayview College (2 Years)
- Administrative Assistant at Eastern Rhode Island University (11 Months)

Provided front office and **program administration** for an academic unit, supporting students, faculty, visitors, campus partners, purchasing, reporting, records, and daily communications.

- Served as a professional contact for students, faculty, visitors, and campus partners during daily inquiries.
- Maintained **shared calendars**, scheduled **meetings**, monitored departmental email, and drafted information responses.
- Applied consistent naming and retention practices across electronic records for reliable document retrieval.
- Prepared purchasing documentation, tracked office orders, and reconciled records for **business office** processing.
- Compiled program statistics and formatted recurring reports in **Excel** and **Word** for administrative review.
- Protected confidential records while prioritizing assignments independently amid frequent interruptions

## PROJECTS

### Faculty Pilot Grant Administration 📅 2024

Coordinated submission intake, awardee communication, business office processing, expenditure documentation, and final reporting for faculty seed grant activity.

### Academic Travel and Corporate Card Records 📅 2023

Organized itineraries, traveler information, receipts, reimbursements, and corporate card records into a clear review workflow.

## LEADERSHIP & AWARDS

- Recognized by academic leadership for dependable coordination of interdisciplinary program operations.
- Commended by campus partners for accurate records, clear correspondence, and responsive administrative support.
- Selected to manage sensitive grant, travel, purchasing, and reporting workflows requiring independent judgment.

## EDUCATION

### Bachelor's Degree in Business Administration

Rhode Island College 🎓 GPA: 3.5 📅 2020 📍 Providence, RI

**Coursework:** *Business communication, accounting, organizational management, information systems*

## CERTIFICATIONS

- Microsoft Office Specialist 📅 2024
- FERPA Training Certificate 📅 2023

## TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, Outlook, PowerPoint
- **Collaboration Platforms:** Teams, OneDrive, shared calendars
- **University Systems:** BuyWays, Summit, institutional reporting
- **Grant Administration:** Pilot grants, submissions, awardee reports
- **Travel Systems:** Travel arrangements, traveler records, reimbursements
- **Financial Records:** Corporate cards, receipts, expenditure records
- **Procurement:** Purchasing research, no bid justifications, purchase tracking
- **Reporting Tools:** Excel reports, statistical compilation, departmental reporting
- **Document Management:** Electronic files, records retention, document retrieval
- **Administrative Operations:** Correspondence, meetings, office records
- **Communication Tools:** Telephone etiquette, email, memoranda
- **Bookkeeping:** Basic bookkeeping, transaction records, fiscal documentation

## PROFESSIONAL AFFILIATIONS

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- Academic administration and interdisciplinary program operations across university campus units.
- Professional collaboration with faculty, students, business offices, vendors, and external contacts.

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST