

Ana Golden

Customer Service Specialist, Registrar

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STRENGTHS

- 🔒 **Confidential Records Care**
Before sharing any record detail, verified identity and release conditions, protecting trust during busy service periods.
- ♥ **Calm Service Recovery**
When a request became difficult, used steady questions and clear next steps, helping conversations return to progress.
- ✓ **Accurate Processing**
Reviewed forms twice before filing, catching missing details that could have delayed student record requests.
- 🗣 **Clear Procedure Guidance**
Turned registrar rules into plain language, giving students practical direction and earning repeat confidence.
- 👥 **Team Coordination**
Shared concise handoffs during peak periods, so complex questions reached appropriate staff without losing context.

SKILLS

Customer service FERPA
Student records
Transcript processing
Enrollment verification
Document imaging Colleague
Microsoft Word Microsoft Excel
Microsoft Outlook Adobe Acrobat
De escalation Confidentiality
Office administration
Written communication

SUMMARY

Registrar and higher education customer service professional with three years of office experience supporting students, faculty, and staff through accurate records processing and responsive service. Experience includes FERPA guided research, transcript and **enrollment verification** requests, student form review, **document imaging**, correspondence, reports, database updates, and confidential academic records in busy college environments. Skilled with Colleague, Microsoft Word, Excel, Outlook, Adobe Acrobat, phone service, email communication, and in person support. Calm **de escalation** practices help resolve difficult interactions while clear explanations make **registrar procedures** easier to follow. Organized work habits support accuracy during frequent interruptions, changing priorities, and high traffic service periods. Independent judgment, discretion, and dependable teamwork support consistent service across registrar operations and institutional requirements.

EXPERIENCE

Registrar Services Specialist

Hill Country Technical College 📅 August 2025 - Present 📍 San Marcos, TX

Support front line registrar operations in a busy college office, serving students, faculty, and staff across phone, email, and in person channels. Manage **confidential records**, request processing, document imaging, correspondence, reports, and database updates with Colleague and Microsoft Office. Exercise independent judgment during continual interruptions, explain procedures clearly, and route exceptions to senior staff while preserving a welcoming service environment.

- Researched Colleague records before releasing degree and enrollment information under **FERPA** requirements.
- Processed **transcript, diploma**, and enrollment requests after confirming identity and record details.
- Reviewed **student forms**, corrected omissions, and imaged finalized documents into appropriate electronic files.
- Explained registrar procedures calmly during difficult interactions, routing exceptions for senior staff review.
- Prepared letters, reports, database updates, and correspondence with Microsoft Office and **Adobe Acrobat**.
- Maintained an orderly service area while balancing walk ins, scheduled processing, and urgent records work.

Student Services Customer Service Representative

Central Texas Learning Center 📅 October 2023 - July 2025 📍 Austin, TX

Provided customer service support in a busy education office, assisting students and instructional staff with registration, records questions, correspondence, forms, service logs, and electronic files. Verified **sensitive information** before sharing details, used Adobe Acrobat and Microsoft Office for document control, and balanced independent front desk coverage with team handoffs. Applied structured questioning and calm de escalation during challenging requests.

- Resolved registration and records questions through **phone, email**, and face to face service.
- Verified customer information before sharing records details under written confidentiality procedures.
- Prepared correspondence, forms, spreadsheets, and service logs with Microsoft Office applications.
- Converted and organized forms with **Adobe Acrobat** for faster electronic file retrieval.
- Used structured questioning during difficult requests, resolving routine concerns and routing exceptions.
- Balanced independent front desk coverage with team handoffs during peak service periods.

LANGUAGES



MY CAREER



- Registrar Services Specialist at Hill Country Technical College (1.2 Years)
- Student Services Customer Service Representative at Central Texas Learning Center (1.8 Years)

PROJECTS

Student Records Request Workflow 📅 2026

Mapped request intake, identity checks, form review, document imaging, and routing steps for consistent registrar service. The workflow supports accurate handling of transcripts, diplomas, and enrollment verification requests.

Digital Forms Filing Review 📅 2025

Reviewed electronic forms and filing practices across student services, identifying clearer checks for completeness and dependable retrieval. Work connected Adobe Acrobat processes with confidential records handling.

LEADERSHIP & AWARDS

- Recognized by registrar colleagues for dependable service during high traffic student request periods.
- Selected for consistent accuracy in confidential records processing and clear explanations of office procedures.
- Commended for calm support during difficult customer interactions and effective escalation judgment.

EDUCATION

Associate of Arts in General Studies

Austin Community College 🎓 GPA: 3.5 📅 2023 📍 Austin, TX

Coursework: Communication, business mathematics, computer applications, office administration

CERTIFICATIONS

- FERPA for Higher Education Staff Certificate 📅 2024
- Microsoft Office Specialist: Associate 📅 2024

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Document Management:** Adobe Acrobat, digital imaging, electronic filing
- **Student Information Systems:** Colleague, student records, enrollment status
- **Registrar Processing:** Transcript requests, diploma requests, enrollment verification
- **Records Compliance:** FERPA, confidentiality procedures, privacy requirements
- **Customer Service Channels:** Phone support, email support, in person service
- **Communication Tools:** Letters, memos, forms
- **Database Work:** Database updates, reports, service logs
- **Office Operations:** Front desk coverage, office equipment, supply handling
- **Service Resolution:** De escalation, structured questioning, escalation routing

PROFESSIONAL AFFILIATIONS

- Higher education records service contributor supporting students, faculty, and staff through accurate daily operations.
- Student services team member committed to confidential information handling, respectful communication, and reliable follow through.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST