

# Selena Duran

## Department Assistant, Social Sciences

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### STRENGTHS

- 👤 **Front Desk Service**  
Welcomed visitors and students during busy periods, then routed questions carefully. People often left with a clear next step.
- ✅ **Record Accuracy**  
Checked receipts, spreadsheets, and confidential files before review. That extra pause prevented avoidable corrections and built supervisor confidence.
- 📅 **Calendar Coordination**  
Balanced faculty schedules, room changes, and meeting materials in Outlook. Colleagues sought help when timing became crowded.
- 🗣️ **Inclusive Communication**  
Used respectful language with varied learners and visitors. A patient explanation often turned an uncertain request into useful service.
- 📋 **Independent Prioritization**  
Handled front desk needs, records, and events without constant direction. Clear priorities kept work moving when requests changed.

### SKILLS

Customer service   Microsoft Word  
Microsoft Excel   Microsoft Outlook  
SharePoint   Calendar management  
Purchase orders   Budget records  
PCard reconciliation  
Travel documentation  
Reimbursements  
Confidential records  
Student referrals   Office equipment  
Event support

### SUMMARY

Administrative support professional with three years of experience coordinating **office operations**, **customer service**, records, purchasing, calendars, communications, and budget documentation in education focused settings. Supports faculty, staff, students, and visitors through responsive front desk service, accurate referrals, confidential record handling, meeting coordination, and dependable follow through. Uses Microsoft Word, Excel, Outlook, SharePoint, shared drives, spreadsheets, **standard office equipment**, and digital records with care. Handles purchase tracking, purchase orders, travel and reimbursement documentation, PCard reconciliation, printing, mail, classroom materials, and routine expenditure records. Clear communication, punctuality, initiative, accuracy, adaptability, and respectful service guide work across shifting priorities. Prepared to contribute organized coordination and dependable **administrative support** within a welcoming academic department.

### EXPERIENCE

#### Administrative Assistant, Academic Programs

Riverbend Technical Institute 📅 August 2024 - Present 📍 Des Moines, IA

Coordinates front office operations for three academic program areas, supporting students, faculty, staff, and visitors. Maintains calendars, records, communications, purchasing documentation, event materials, and confidential information with limited supervision.

- Coordinate **front desk** service across in person, telephone, and email channels for three academic programs
- Maintain faculty calendars, agendas, minutes, contact lists, **shared drives**, and recurring departmental **documents**
- Track **purchase orders**, **travel requests**, reimbursements, and PCard transactions in Excel for monthly review
- Prepare Outlook and Word **communications**, printing, mail, course materials, and event packets for faculty
- Protect confidential student records in SharePoint through controlled access, naming standards, and verification
- Support evening academic events by coordinating rooms, materials, visitor assistance, and shifting priorities

#### Office Support Specialist

Metro Learning Center 📅 October 2023 - July 2024 📍 Des Moines, IA

Provided reception and administrative support for an adult learning center, balancing student service with accurate records, scheduling, purchasing documentation, communications, and privacy focused referrals.

- Welcomed adult learners and **visitors** through reliable telephone, **email**, and walk in reception service
- Managed Outlook **calendars** and shared schedules, resolving routine conflicts for instructors and student services
- Maintained **spreadsheets**, electronic files, contact records, and shared documents for program coordination
- Prepared **purchasing** and reimbursement documentation by matching receipts with transactions for business office review
- Produced Word class packets, correspondence, sign in materials, and mailings before scheduled sessions
- Protected learner information and directed questions to advising, financial support, and appropriate **college services**

LANGUAGES

|         |            |
|---------|------------|
| English | Native     |
| Spanish | Proficient |

MY CAREER



- Administrative Assistant, Academic Programs at Riverbend Technical Institute (2.2 Years)
- Office Support Specialist at Metro Learning Center (9 Months)

PROJECTS

- Academic Event Coordination** 📅 2025  
Coordinated materials, room information, visitor assistance, and communications for an evening academic event. Faculty received timely support, while students experienced a welcoming and organized arrival process.
- Department Records Organization** 📅 2024  
Reorganized shared folders, contact records, recurring documents, and confidential files for easier retrieval. Clear naming and access practices helped colleagues locate current information with less interruption.

LEADERSHIP & AWARDS

- Recognized by academic program colleagues for dependable front desk service and thoughtful student referrals.
- Selected by supervisors for consistent accuracy in purchasing records, reimbursements, and confidential document handling.
- Trusted to support evening orientation and academic events through calm coordination and reliable follow through.

EDUCATION

- Associate of Applied Science in Administrative Professional**  
Des Moines Area Community College 🎓 GPA: 4.0 📅 2023 📍 Des Moines, IA  
**Coursework:** Microsoft Office, business communication, records management, accounting fundamentals

CERTIFICATIONS

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

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, Outlook
- **Collaboration Platforms:** SharePoint, shared drives, Microsoft Teams
- **Records Management:** Confidential files, contact records, document control
- **Financial Administration:** Budget records, PCard reconciliation, expenditure tracking
- **Purchasing Systems:** Purchase orders, purchase requests, receipt matching
- **Travel Administration:** Travel requests, reimbursements, supporting documentation
- **Office Equipment:** Printers, copiers, scanners
- **Communication Tools:** Email, telephone, mail
- **Meeting Administration:** Calendars, agendas, minutes
- **Academic Support:** Student referrals, classroom materials, faculty support

PROFESSIONAL AFFILIATIONS

- Administrative Professional student network, participant in peer learning and career discussions.
- Des Moines education support community, contributor to welcoming service practices for learners and visitors.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST