

Eric Austin

Department of State Aide

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📍 Dearborn, MI 48124

STRENGTHS

- 🔍 **Application review**
Practice cases made missing details visible early, helping supervisors resolve exceptions before transactions moved forward.
- 🗣️ **Customer communication**
Plain language explanations helped students choose approved online or in person options without changing requirements.
- ♥️ **Accurate records**
Reconciled training entries against source forms, a habit that kept transaction details organized and privacy aware.
- ♥️ **Service recovery**
Difficult interaction scenarios offered a useful lesson: calm answers and clear next steps keep service moving.
- ☰ **Queue organization**
Timed practice queues strengthened status tracking and handoffs, giving each request a visible next step.

SKILLS

Customer service

Application review Eligibility review

Transaction processing Data entry

Records organization

Document handling

Public communication

Online service guidance

Service recovery

Queue management

Microsoft Office

Spreadsheet tracking

Confidentiality Schedule reliability

SUMMARY

Early career **public service** candidate with supervised experience reviewing **customer requests**, checking applications against written requirements, processing transaction records, and explaining in person and online service options. Practicum work built familiarity with identity documents, eligibility checklists, privacy aware records handling, **queue management**, exception routing, and branch style customer interactions. Campus service experience added hands on practice with forms, attachments, shared tracking systems, telephone inquiries, and sensitive information. Clear communication supports customers who need help understanding forms or next steps, while organized records support timely and accurate service. Reliable scheduling, calm **service recovery**, and careful documentation provide a strong foundation for full time branch operations, relief assignments, formal training, and specialized testing responsibilities.

EDUCATION

High School Diploma

Fordson High School 🎓 GPA: 4.0 📅 2025 📍 Dearborn, MI

Coursework: Professional communication, data entry, records organization, customer service

TECHNICAL SKILLS

- **Office Applications:** Microsoft Office, Microsoft Word, Microsoft Excel
- **Spreadsheet Tracking:** Data validation, transaction logs, status fields
- **Records Management:** Electronic records, source forms, document filing
- **Application Review:** Eligibility checklists, required fields, attachments
- **Customer Service Systems:** Service desk workflows, request tracking, queue status
- **Online Services:** Self service pages, online applications, digital guidance
- **Transaction Processing:** Transaction steps, disposition records, follow up
- **Privacy Handling:** Sensitive information, controlled documents, privacy procedures
- **Communication Methods:** Plain language, telephone inquiries, service explanations
- **Testing Preparation:** CDL training, knowledge testing, refresher examinations

EXPERIENCE

Department of State Aide Practicum Trainee

Public Service Practicum 📅 June 2026 - September 2026 📍 Dearborn, MI

Completed supervised branch simulations covering **customer requests**, document review, application requirements, transaction records, online services, queue flow, and exception escalation.

- Completed supervised counter simulations using **identity documents**, application checklists, and transaction steps.
- Reviewed practice **applications** against written eligibility criteria, routing missing information to a supervisor.
- Entered transaction details into training databases and reconciled records against source forms.
- Explained in person and online service options using plain language for customer questions.
- Managed timed practice queues while documenting request status and next service steps.
- Handled difficult interaction scenarios, schedule changes, and relief coverage with calm follow through

Public Service Operations Project Student

Community Service Course Project 📅 January 2026 - May 2026 📍 Dearborn, MI

Created a supervised service operations project focused on customer journey mapping, transaction logs, documentation standards, usability testing, and escalation guidance.

- Mapped a hypothetical service center journey from initial request through follow up.
- Built checklists for 12 service scenarios and tested missing documentation with instructor cases.

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Department of State Aide Practicum Trainee at Public Service Practicum (3 Months)
- Public Service Operations Project Student at Community Service Course Project (4 Months)
- Part Time Student Services Assistant at Campus Service Center (3 Months)

- Created a spreadsheet transaction log covering request type, status, disposition, and follow up.
- Tested written instructions with 10 volunteers and revised online service wording for clarity.
- Documented escalation rules for cases unresolved through published criteria and supervisor review.
- Presented workflow recommendations, showing organized communication, recordkeeping, and customer centered process design

Part Time Student Services Assistant

Campus Service Center 📅 September 2025 - December 2025 📍 Dearborn, MI

Supported a supervised campus service desk by identifying requests, reviewing forms, maintaining records, guiding online self service, and protecting student information.

- Staffed a supervised service desk, identifying requests and directing inquiries to published resources.
- Checked campus forms for required fields and attachments before staff review.
- Logged service requests in shared tracking systems and maintained orderly electronic records.
- Guided students through approved online self service pages for routine account questions.
- Balanced walk in requests, telephone inquiries, and scheduled tasks during busy periods.
- Followed privacy procedures for student information and escalated policy interpretations to staff

PROJECTS

Government Service Center Workflow 📅 2026

Mapped customer requests, document review, transaction completion, online guidance, and follow up into a clear service workflow. Built checklists and escalation points that support accurate decisions without replacing supervisor review.

LEADERSHIP & AWARDS

- Academic Excellence Recognition, 2025
- Community Service Certificate, 2025
- Career Readiness Program Distinction, 2026

CERTIFICATIONS

- Career Readiness Program Certificate 📅 2026
- Community Service Certificate 📅 2025

PROFESSIONAL AFFILIATIONS

- Peer Welcome Volunteer, Campus Service Center, 2025
- Community Resource Fair Volunteer, 2026
- Career Readiness Workshop Peer Participant, 2026

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST