

Weston Guerra

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SUMMARY

Housing operations and **administrative support** professional with five years serving students, families, visitors, and **campus partners** in high volume higher education settings. Coordinates **housing assignments**, meal plan records, occupancy information, billing support, calendars, events, and office documentation across academic, summer, break, and special program populations. Uses StarRez, Slate, Qualtrics, Outlook, Teams, Excel, and document management workflows to keep information accurate and service requests moving. Communicates clearly by phone, email, and front desk, explains policy, resolves routine concerns, and routes exceptions with complete records. Conducts administrative research, organizes source material, prepares operational summaries, updates forms and brochures, and supports orientations and **accepted student events**. Brings practical knowledge of public administration, statistics, governmental accounting concepts, and student centered service to university housing operations.

EXPERIENCE

Housing Operations Coordinator February 2024 to Present
Susquehanna College Housing Services *Harrisburg, PA*

Coordinates housing operations across academic, summer, and break terms, supporting StarRez records, meal plan administration, billing follow up, calendars, reporting, student service, and outreach events. Works with managers, finance partners, students, guardians, and campus colleagues to keep records accurate and services organized.

- Synchronized StarRez assignments, **occupancy** records, and meal plan changes across academic and summer terms.
- Resolved student and guardian inquiries through phone, email, and front desk policy review.
- Reconciled housing and **meal plan billing records**, documenting discrepancies for finance follow up.
- Managed Outlook and Teams calendars for **appointments, meetings**, activities, and recurring deadlines.
- Prepared Excel reports and Qualtrics summaries supporting occupancy planning and service review.
- Supported orientations and **accepted student events** with forms, brochures, and weekend program logistics.

Administrative Assistant, Housing June 2022 to January 2024
Allegheny Student Living Office *Carlisle, PA*

Supported housing assignments, summer stays, **break housing**, meal plan updates, document control, scheduling, customer service, and administrative studies. Maintained dependable records in Teams and Excel while preparing materials and summaries for supervisors and student support operations.

- Entered approved housing and meal plan changes, checking records before each term transition.
- Handled **visitors**, calls, and shared email using established procedures and follow up records.
- Updated **forms**, process guides, and student **brochures** after approved policy changes.
- Scheduled **conferences**, staff meetings, appointments, and activities with rooms, notices, and supporting **documents**.
- Maintained Teams files and Excel trackers, giving staff clear visibility into requests and deadlines.
- Compiled service volume information and housing process materials for supervisor administrative study review.

Student Services Administrative Assistant October 2020 to May 2022
Commonwealth University Welcome Center *Mechanicsburg, PA*

Delivered front line student service and **administrative support** for visitors, families, appointments, events, communications, and records. Built early higher education operations experience through Slate, **Microsoft Office**, Excel reporting, orientation support, file organization, and supervised form updates.

- Provided front desk service to **students**, families, and visitors, routing complex questions appropriately.
- Maintained **Slate** appointment, event, and contact records through careful entry review.
- Drafted approved email responses and event **communications**, proofreading details before distribution.
- Supported orientation and accepted student programs with materials, check in records, and logistics.
- Organized **Excel** attendance and inquiry data, producing summaries for staffing planning.
- Updated public facing forms and electronic files under staff supervision, strengthening administrative discipline.

PROJECTS

Housing Operations Reporting Study 📅 2024
Small improvements make service easier. Built recurring Excel and Qualtrics reporting workflows for occupancy, service activity, and housing cycle review. Organized source information into concise summaries that supported manager planning and clearer follow up.

Student Event Coordination Program 📅 2022

A clear plan creates confidence. Supported orientation and accepted student programming through Slate records, appointment coordination, event materials, check in preparation, and follow up documentation for students and families.

LEADERSHIP & AWARDS

- Recognized by housing supervisors for dependable coordination across academic, summer, and break operations.
- Selected for continued student services responsibility after consistent front desk and event support.
- Received positive colleague feedback for clear records, timely follow up, and practical policy communication.

EDUCATION

Bachelor of Science in Public Administration

2020

Shippensburg University of Pennsylvania GPA: 3.5

Shippensburg, PA

Coursework: Public administration, governmental accounting, statistics, administrative research methods

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2022
- Microsoft Office Specialist: Excel Associate Training 📅 2022

TECHNICAL SKILLS

- **Housing Systems:** StarRez, housing assignments, occupancy records
- **Microsoft Office:** Outlook, Teams, Excel
- **Student Systems:** Slate, Qualtrics, document management
- **Records Administration:** Meal plan records, billing records, contact records
- **Scheduling Tools:** Outlook Calendar, Teams meetings, appointment scheduling
- **Reporting Methods:** Excel reports, Qualtrics summaries, basic statistics
- **Administrative Research:** Source review, information organization, study summaries
- **Public Administration:** Public administration, governmental accounting, personnel administration
- **Communications:** Email communications, front desk service, policy explanations
- **Event Operations:** Orientations, accepted student events, weekend programs
- **Document Production:** Forms, brochures, process guides
- **Operating Procedures:** Procedure documentation, policy updates, workflow records

SKILLS

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|----------------------|-----------------------|----------------------------|---------------------------|
| • Housing Operations | • Microsoft Outlook | • Meal Plan Administration | • Student Support |
| • StarRez | • Microsoft Teams | • Occupancy Records | • Calendar Management |
| • Slate | • Excel | • Billing Support | • Administrative Research |
| • Qualtrics | • Housing Assignments | • Customer Service | |

PROFESSIONAL AFFILIATIONS

- Higher education administrative services community participant.
- University student support and housing operations collaborator.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST