



# Willa Fuentes

## Office Assistant 3, Community Corrections Support

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### STRENGTHS

- 👤 **Front Office Service**  
Handled visitor intake, phone queues, and email requests in one supervised simulation. Calm notes kept follow through clear.
- 📁 **Records Accuracy**  
Indexed more than 300 practice records and corrected filing issues during reviews. Careful retrieval became a trusted habit.
- ♥️ **Clear Writing**  
Proofread reports, emails, and agendas for factual clarity. Instructor feedback showed cleaner communication after each revision.
- ☰ **Task Coordination**  
Tracked appointments, supplies, mail, and open items in Excel. A simple register made weekly review easier.
- 💬 **Calm Communication**  
Role play with varied clients called for patience and neutral language. Referral steps kept challenging conversations productive.

### SKILLS

|                            |                          |
|----------------------------|--------------------------|
| <u>Clerical support</u>    |                          |
| <u>Records management</u>  | <u>Data entry</u>        |
| <u>Database navigation</u> |                          |
| <u>Microsoft Word</u>      | <u>Microsoft Outlook</u> |
| <u>Microsoft Excel</u>     | <u>Reception service</u> |
| <u>Scheduling</u>          | <u>Proofreading</u>      |
| <u>Mail processing</u>     | <u>Meeting agendas</u>   |

### SUMMARY

Early career office administration candidate with supervised practicum experience supporting reception, records, scheduling, mail, data entry, and daily clerical operations. Hands on work includes **Microsoft Word**, Outlook, Excel, multi line telephone workflows, visitor intake, appointment coordination, proofreading, **electronic files**, **physical files**, and database retrieval. Maintains accurate notes and organized follow through during simultaneous front desk demands, frequent interruptions, and changing priorities. Prepared clear factual correspondence, meeting agendas, calendar invitations, supply logs, and procedural materials for varied audiences. Demonstrates confidentiality, respectful service, calm communication, and sound judgment with people from varied backgrounds. Holds an unrestricted **Washington driver's license** and seeks a public service office role where dependable administrative support protects records integrity and keeps daily operations moving.

### EDUCATION

#### Certificate in Office Administration

Central Washington University Continuing Education 🎓 GPA: 4.0 📅 2026 📍 Ellensburg, WA

***Coursework:** Microsoft Office, records management, business communication, office procedures*

#### High School Diploma

Ellensburg High School 🎓 GPA: 4.0 📅 2024 📍 Ellensburg, WA

***Coursework:** English composition, computer applications, communication, applied mathematics*

### TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Outlook, Microsoft Excel
- **Records Systems:** OMNI, OnBase, electronic records
- **File Management:** Physical files, file indexing, document retrieval
- **Telephone Systems:** Multi line phones, call routing, message taking
- **Scheduling Tools:** Outlook Calendar, appointment logs, meeting schedules
- **Written Communication:** Factual emails, meeting agendas, service notices
- **Data Entry Methods:** Database entry, data retrieval, accuracy review
- **Mail Operations:** Incoming mail, outgoing mail, routing procedures
- **Office Administration:** Supply purchasing, building issues, clerical support
- **Public Service Support:** Reception, visitor intake, client referrals

### EXPERIENCE

#### Office Administration Practicum Assistant

Administrative Practicum 📅 January 2026 - September 2026 📍 Ellensburg, WA

Supported a supervised office simulation covering reception, telephone service, scheduling, records, mail, correspondence, and administrative tracking. Practiced accurate file handling, database work, confidential information controls, and clear communication across routine and urgent requests.

- Managed **visitor intake**, multi line calls, email requests, and appointments while keeping accurate notes.
- Entered and retrieved more than 300 practice **records** using standardized indexing and **confidentiality** procedures.
- Built Excel trackers for appointments, supplies, mail, and open items, then checked entries weekly.

Confidentiality Problem solving

Oral communication

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Office Administration  
Practicum Assistant at  
Administrative Practicum (8  
Months)

● Office Operations Project  
Assistant at Public Service  
Office Operations Project (3  
Months)

- Prepared Word agendas, sent Outlook invitations, tracked attendance, and organized meeting materials.
- Processed incoming and outgoing **mail** while maintaining electronic and physical files for rapid retrieval.
- Proofread reports and correspondence for **grammar, punctuation**, accuracy, completeness, and clean final formatting.

### Office Operations Project Assistant

Public Service Office Operations 📅 September 2025 - December 2025 📍 Ellensburg, WA

Completed supervised academic work modeling **clerical** operations in a high interruption **public service** setting. Mapped reception, telephone, scheduling, records, urgent request, referral, and written communication workflows while practicing calm service and confidentiality.

- Mapped **reception**, telephone, **scheduling**, records, and urgent request workflows for class review.
- Created Word procedures and Excel registers for simultaneous visitor, telephone, database, and scheduling demands.
- Indexed 150 case documents in a sample taxonomy, then corrected misclassified **records** after testing.
- Drafted factual emails, appointment notices, meeting notes, and service responses through **proofreading** exercises.
- Practiced neutral referrals and professional boundaries during role plays with people from varied backgrounds.
- Presented escalation paths and documented procedures that supported reliable service during stressful situations.

## PROJECTS

### Community Service Records Workflow 📅 2025

Created a supervised records workflow around a simple purpose: respectful service depends on accurate information, clear referrals, and calm follow through. Indexed sample case documents, tested retrieval, and refined procedures for dependable public service support.

## LEADERSHIP & AWARDS

- Received Office Administration Program Achievement Recognition in 2026 for strong practical performance.
- Earned Dean's List recognition for Continuing Education Coursework in 2025.
- Coordinated peer study sessions for an office administration cohort during 2026.

## CERTIFICATIONS

- Microsoft Office Fundamentals 📅 2026
- Unrestricted Washington Driver's License 📅 2026

## PROFESSIONAL AFFILIATIONS

- Peer Study Coordinator, Office Administration Cohort, 2026, supporting shared learning through practical review sessions.
- Campus Community Service Volunteer, 2025 to 2026, contributing steady help during campus service activities.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST