

Mabel Campos

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SUMMARY

Office Assistant with four years supporting public facing administrative operations, municipal development services, document intake, appointment scheduling, records management, and high volume customer service. Serves as a welcoming first point of contact for residents, contractors, applicants, and staff, then routes calls, visitors, applications, and time sensitive requests accurately. Reviews forms for completeness, coordinates inspection calendars, prepares correspondence and **information packets**, enters records into administrative systems, distributes mail, and maintains organized files. Proficient in Microsoft Word, **Microsoft Excel**, **skilled typing**, policy communication, and **confidential information** handling. Brings steady judgment to routine questions, accurate attention during busy intake periods, and practical knowledge of office workflows. Ready to support dependable permitting and public service operations through clear communication, accurate records, and responsive clerical service.

EXPERIENCE

Office Assistant

May 2024 - Present

Lakeview Municipal Services

Aurora, Illinois

Supports a municipal development services office through front counter coverage, phone routing, **inspection scheduling**, application intake, correspondence, data entry, mail distribution, records organization, and confidential file handling.

- Welcomed **residents** and contractors at a municipal **service counter**, routing requests to permitting and inspection resources.
- Scheduled building and property inspections across daily calendars, documenting changes for accurate field staff assignments.
- Reviewed permit applications and supporting forms, flagging missing information before routing complete submissions for review.
- Explained office procedures, application steps, inspection practices, and general **building information** using approved guidance.
- Prepared **form letters**, notices, applicant packets, and internal documents in **Microsoft Word** with accurate case details.
- Entered application and scheduling data, maintained Excel trackers, distributed mail, and organized confidential files.

Administrative Clerk

October 2022 - April 2024

Fox Valley Administrative Center

Elgin, Illinois

Provided reception, telephone screening, appointment coordination, form review, correspondence preparation, data entry, **mail distribution**, file retrieval, skilled typing, and confidential records support within a busy **public service** office.

- Greeted visitors, identified request types, routed calls, and directed customers without delaying scheduled appointments.
- Maintained service calendars, recording bookings, cancellations, rescheduled visits, conflicts, and incomplete contact details.
- Processed incoming **forms** and routine requests, verifying required fields and attachments before forwarding materials.
- Drafted standard **correspondence** and assembled **information packets** in Microsoft Word using approved templates.
- Updated Excel logs and office systems, correcting duplicate or incomplete customer, document, and appointment entries.
- Sorted mail, retrieved **files**, completed skilled typing assignments, and protected confidential administrative information.

PROJECTS

Municipal Intake Records Workflow 📅 2024

Improved daily application intake through consistent completeness checks, accurate routing, organized records, and clear communication with residents and applicants.

Public Service Scheduling Support 📅 2023

Supported appointment coordination through careful calendar updates, confirmation details, change documentation, and reliable communication with service staff.

LEADERSHIP & AWARDS

- Recognized by municipal colleagues for dependable front counter coverage and accurate resident request routing.
- Commended for maintaining clear schedules, organized files, and professional service during busy intake periods.

EDUCATION

High School Diploma

2022

East Aurora High School GPA: 4.0

Aurora, Illinois

Coursework: English, mathematics, business technology, office administration

CERTIFICATIONS

- Microsoft Office Specialist: Word Associate 📅 2023

- Microsoft Office Specialist: Excel Associate 📅 2023

TECHNICAL SKILLS

- **Word Processing:** Microsoft Word, form letters, information packets
- **Spreadsheet Tools:** Microsoft Excel, tracking sheets, data logs
- **Reception Operations:** Service counter, visitor greeting, request routing
- **Telephone Services:** Call screening, phone queues, message routing
- **Scheduling Systems:** Inspection calendars, appointment booking, rescheduling
- **Application Processing:** Form intake, completeness checks, submission routing
- **Records Administration:** Electronic files, paper files, file retrieval
- **Correspondence Services:** Routine letters, notices, mail requests
- **Data Entry Systems:** Administrative systems, case references, customer records
- **Office Quality Control:** Skilled typing, duplicate checks, accuracy review
- **Public Information:** Policies, procedures, permitting processes
- **Confidential Records:** Privacy handling, restricted information, discretion

SKILLS

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|------------------------|-------------------------|----------------------|----------------------------|
| • Microsoft Word | • Call Screening | • Data Entry | • Mail Distribution |
| • Microsoft Excel | • Inspection Scheduling | • Records Management | • Public Service |
| • Skilled Typing | • Application Intake | • Filing | • Confidential Information |
| • Front Desk Reception | • Document Review | • Correspondence | |

PROFESSIONAL AFFILIATIONS

- Public service administration, supporting accessible and respectful communication with residents and applicants.
- Municipal office operations, contributing organized records and dependable coordination across service teams.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST