

Maci Gibson

Office Specialist, Motor Vehicle Operations

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STRENGTHS

- ✔ **Application Review**
Checked forms and supporting records before entry, catching missing details early. That small pause kept downstream work cleaner.
- 📁 **Record Organization**
Created practical filing and retrieval routines for active and completed records. Coworkers knew where to look when questions surfaced.
- 👥 **Customer Service**
Explained requirements clearly during busy service periods. A calm answer often turned a frustrating visit into forward progress.
- 📊 **Data Accuracy**
Verified source records, arithmetic, and required fields before reports went out. Accuracy became a daily habit, not a final rescue.
- ⚙️ **Workload Coordination**
Balanced mail, walk up questions, reporting, and scheduled assignments. Flexible pacing kept service steady when priorities shifted.

SKILLS

Application review Data entry

Record keeping File management

Customer service Microsoft Word

Microsoft Excel Spreadsheets

Databases Report preparation

Business English Arithmetic

Mail processing

Time management

Office equipment

SUMMARY

Office Specialist with five years of clerical, records, **transaction processing**, and public facing **customer service** experience in regulated administrative environments. Reviews applications and **supporting documents**, enters transaction information accurately, maintains spreadsheets and databases, organizes paper and electronic files, processes mail, prepares reports, and tracks work through completion. Advanced user of **Microsoft Word** and Excel with practical experience learning specialized transaction systems and maintaining clear audit trails. Provides courteous support for customers, business representatives, coworkers, officials, outside agencies, and members of the public. Applies written procedures, protects confidential information, manages competing assignments, and exercises sound judgment within defined authority. Brings dependable accuracy, clear business writing, careful arithmetic, and steady service during busy office operations.

EXPERIENCE

Office Specialist, Administrative Services

Hill Country Administrative Services 📅 January 2024 - Present 📍 San Marcos, TX

Supports high volume administrative operations involving customer applications, transaction records, specialized systems, mail, reporting, and public service. Maintains orderly paper and electronic records while coordinating daily assignments, completed item pickup, and continuity needs. Provides dependable support for customers and business representatives within established procedures.

- Reviewed **customer applications** and supporting records before entering complete **transactions** into specialized administrative systems.
- Maintained **spreadsheets**, databases, electronic folders, and paper files for efficient status retrieval and service continuity.
- Explained procedural requirements to customers and representatives, routing exceptions to authorized decision makers.
- Prepared daily transaction reports in **Microsoft Excel** and Word after checking arithmetic and source **records**.
- Logged incoming deliveries and outgoing mail, coordinating completed item pickup for traceable document flow.
- Shifted among scheduled assignments and continuity needs while protecting **confidentiality** and maintaining courteous service.

Administrative Records Specialist, Records Operations

Central Texas Records Group 📅 May 2022 - December 2023 📍 New Braunfels, TX

Managed document intake, data entry, filing, retrieval, correspondence, and reporting for regulated service requests. Built consistent record routines that supported customer follow up, status inquiries, and downstream review. Balanced deadlines, walk up questions, mail processing, and exceptions while following written procedures and escalating matters beyond assigned authority.

- Organized **applications** and attachments into consistent records before **data entry** and downstream review.
- Updated customer and transaction information across **databases** and spreadsheets using validation checks for discrepancies.
- Built filing and retrieval routines that improved access to active and completed customer records.
- Communicated document status and pickup requirements with customers and outside representatives using professional service standards.
- Prepared correspondence and summary **reports** using **business English**, templates, and verified source information.
- Balanced deadlines, walk up questions, **mail processing**, and record requests while following written procedures.

Office Clerk, Clerical Operations

Guadalupe Business Support Center 📅 August 2021 - April 2022 📍 Seguin, TX

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Office Specialist, Administrative Services at Hill Country Administrative Services (2.8 Years)
- Administrative Records Specialist, Records Operations at Central Texas Records Group (1.6 Years)
- Office Clerk, Clerical Operations at Guadalupe Business Support Center (8 Months)

Supported daily **clerical** operations through document intake, data entry, mail handling, filing, reception, and retrieval assignments. Used word processing, spreadsheets, databases, scanners, and standard office equipment to maintain accurate records. Developed dependable multitasking and **time management** habits while supporting experienced staff and customers.

- Received forms, organized records, entered routine information, and prepared materials for experienced staff review.
- Used **word processing**, spreadsheets, databases, scanners, and **office equipment** for accurate administrative recordkeeping.
- Sorted incoming mail and prepared outgoing correspondence using established routing and filing procedures.
- Answered routine customer questions with approved information and referred policy exceptions to senior staff.
- Checked logs and reports for **arithmetic** errors and incomplete entries before final processing.
- Rotated among reception, filing, **data entry**, mail, and retrieval assignments while meeting daily deadlines.

PROJECTS

- Administrative Records Workflow** 📅 2023
- A recurring filing issue became a useful process improvement opportunity. Standardized intake labels, retrieval steps, and status tracking supported faster access to active and completed records while preserving clear audit trails.
- Customer Transaction Tracking** 📅 2022
- A busy service queue exposed gaps in follow up visibility. A structured spreadsheet approach connected document intake, status checks, correspondence, and completed item pickup in one practical view.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable accuracy during high volume administrative service periods.
- Selected for trusted record handling, customer communication, and continuity support during changing workloads.
- Frequently relied upon to locate records, clarify status, and keep office work moving when queues grew.

EDUCATION

High School Diploma
Seguin High School 🎓 GPA: 4.0 📅 2021 📍 Seguin, TX
***Coursework:** Business English, computer applications, mathematics, office administration*

CERTIFICATIONS

- Microsoft Office Specialist, Excel 📅 2024
- Microsoft Office Specialist, Word 📅 2024

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Office
- **Records Management:** Paper files, Electronic folders, Filing systems
- **Data Management:** Databases, Spreadsheets, Data entry
- **Document Processing:** Application review, Document intake, Document retrieval
- **Mail Operations:** Incoming mail, Outgoing mail, Delivery logs
- **Reporting Tools:** Daily reports, Summary reports, Transaction logs
- **Office Equipment:** Scanners, Computers, Standard office equipment
- **Customer Service:** Public service, Dealer support, Customer inquiries
- **Communication:** Business English, Letter writing, Verbal communication
- **Administrative Controls:** Confidential records, Audit trails, Validation checks
- **Transaction Operations:** Registration transactions, Fleet items, Pickup coordination

PROFESSIONAL AFFILIATIONS

- Administrative records and customer service professional focused on accurate public service operations.
- Microsoft Office user committed to clear documentation, organized workflows, and dependable team support.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST