

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)

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

- 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