

Emilio Perez

Program Assistant, EOPS

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STRENGTHS

- 👥 **Student Guidance**
Reviewed applications and explained next steps in plain language, helping students move forward with fewer unanswered questions.
- ♥️ **Respectful Service**
Front desk conversations required patience and tact. Students received courteous support across varied backgrounds and access needs.
- 📁 **Records Accuracy**
Checked forms, files, and supporting documents before routing them. That small pause prevented avoidable follow up.
- 📅 **Fiscal Support**
Prepared purchase requests and budget records with care. Colleagues relied on organized documentation during routine submissions.
- 📅 **Event Coordination**
Workshops came together through practical preparation, from room details and materials to attendance records and follow up.

SKILLS

Student services

Application processing

Eligibility documentation

Administrative support

Customer service Data entry

Records retention Fiscal practices

Event coordination Audit support

Presentation development

Written communication

Organizational skills

Interpersonal skills Office software

SUMMARY

Program assistant with three years of administrative and **student services** experience supporting **community college** programs, student applications, records, **fiscal transactions**, events, reporting, and front line service. Reviews documentation for completeness, explains eligibility related procedures, maintains confidential files, and guides students through next steps with patience and respect. Processes purchase orders, requisitions, budget transfers, and supporting records using established fiscal practices. Provides responsive service to students and **community members** from varied academic, socioeconomic, cultural, disability, and ethnic backgrounds. Strengths include accurate data entry, records retention, mail flow, audit support, presentation preparation, event logistics, clear writing, and dependable follow through. Comfortable working independently or with teams while following institutional policies, protecting sensitive information, and supporting equal access to student services.

EXPERIENCE

Program Support Assistant, Student Success Programs

North Coast Student Resource Center 📅 August 2024 - Present 📍 Santa Rosa, CA

Provide administrative and student services support for community college programs, supporting applications, eligibility documentation, confidential records, fiscal transactions, reporting, events, audits, presentations, and front line service. Work with students, community members, staff, and program stakeholders while balancing independent assignments with shared office priorities.

- Maintained application files and appointment records, giving staff timely documentation for student services review.
- Reviewed student forms against eligibility procedures, clarified missing information, and guided applicants through next steps.
- Processed **purchase requests**, requisitions, **budget transfers**, and fiscal records before routing submissions for approval.
- Provided front desk and telephone service, responding patiently to diverse **student access** needs and questions.
- Entered data and maintained filing, **mail flow**, **records retention**, and recurring reports using office software.
- Coordinated workshops and outreach events, preparing materials, schedules, attendance records, and follow up documentation.
- Prepared audit files and **presentation materials**, helping staff deliver accurate program information to stakeholders.

Administrative Assistant, Education Services

Community Learning Services 📅 October 2023 - July 2024 📍 Petaluma, CA

Supported education office operations through document intake, data entry, correspondence, calendar coordination, fiscal documentation, records maintenance, event logistics, and responsive service. Applied established procedures carefully while routing requests, preparing communications, and keeping program information organized for staff and students.

- Logged incoming forms against program requirements, routing complete packets to appropriate staff for review.
- Maintained filing and **data entry** workflows, keeping education **records** organized and accessible for daily operations.
- Prepared purchase documentation and tracked office expenditures using established fiscal **procedures** and supporting records.
- Greeted **students** and visitors, answered routine questions, and directed specialized requests to appropriate service areas.
- Organized information sessions, preparing presentation materials, sign in records, room logistics, and follow up communications.
- Applied correct grammar, **spelling**, **punctuation**, and formatting to letters, reports, notices, and administrative materials.

LANGUAGES



MY CAREER



- Program Support Assistant, Student Success Programs at North Coast Student Resource Center (2.2 Years)
- Administrative Assistant, Education Services at Community Learning Services (9 Months)

- Coordinated calendars and correspondence, helping staff manage interruptions, deadlines, and stakeholder requests.

PROJECTS

Student Access Information Sessions 📅 2025

Coordinated student information sessions with presentation materials, attendance records, room logistics, and follow up communications. The work connected students with support resources in a welcoming setting.

Program Records Readiness Review 📅 2024

Organized application files, service records, retention materials, and supporting documentation for staff review. This project made recurring reporting and audit preparation easier for a busy student services office.

LEADERSHIP & AWARDS

- Recognized by student services colleagues for patient, respectful front desk support across varied student needs.
- Trusted with recurring fiscal documentation, application records, audit support, and event logistics in busy office settings.

EDUCATION

Associate of Arts in Social and Behavioral Sciences

Santa Rosa Junior College 🎓 GPA: 3.5 📅 2023 📍 Santa Rosa, CA

***Coursework:** Student services, sociology, psychology, communication, community resources*

CERTIFICATIONS

- Microsoft Office Specialist: Associate 📅 2024
- Institutional Administrative Training 📅 2024

TECHNICAL SKILLS

- **Office Applications:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Student Services:** Application intake, eligibility review, student advising
- **Records Management:** Filing systems, records retention, confidential documentation
- **Fiscal Administration:** Purchase orders, requisitions, budget transfers
- **Reporting Tools:** Data entry, recurring reports, audit support
- **Communication Materials:** Letters, notices, presentations
- **Event Administration:** Workshop logistics, attendance records, room coordination
- **Mail Operations:** Mail flow, document routing, correspondence
- **Administrative Standards:** Grammar, spelling, punctuation
- **Customer Service:** Front desk service, telephone support, stakeholder assistance
- **Institutional Procedures:** Written directions, office policies, program procedures

PROFESSIONAL AFFILIATIONS

- Student services and administrative support professional serving Santa Rosa area education programs.
- Community college support network participant focused on student access, records accuracy, and responsive service.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST