

Grace Quinn

Program Assistant, Health Sciences

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STRENGTHS

- 📅 **Academic Coordination**
Kept schedules, records, faculty coverage, and student communications aligned across busy allied health programs.
- ♥ **Financial Administration**
Handled requisitions, invoices, card reconciliations, and budget reports so purchasing decisions had dependable records.
- 👥 **Student Service**
Answered program questions with patience and clear routing, helping students reach appropriate campus resources.
- 🔒 **Records Stewardship**
Protected confidential electronic and physical files through controlled access, consistent naming, and careful retrieval.
- ☰ **Operational Follow Through**
When deadlines collided, prioritized requests, tracked open items, and kept faculty, vendors, and staff informed.

SKILLS

Academic program support

Student customer service

PeopleSoft Financials

Microsoft Word Microsoft Excel

Microsoft Outlook

Microsoft SharePoint

Microsoft Teams Purchasing

Invoice processing

Purchasing card reconciliation

Budget reporting Scheduling

Records management

Event coordination

SUMMARY

Administrative support professional with five years of experience across higher education and professional office settings. Supports academic operations, student services, purchasing, records, scheduling, events, and outreach with steady follow through. Uses **PeopleSoft Financials**, **Microsoft Word**, Excel, Outlook, SharePoint, and **Microsoft Teams** to prepare requisitions, process invoices, reconcile purchasing card activity, produce rosters and reports, and maintain accurate records. Serves as a trusted first contact for students, faculty, staff, visitors, and vendors, providing clear information and respectful service across diverse communities. Coordinates competing deadlines involving faculty coverage, evaluations, facilities, supplies, and communications. Brings careful proofreading, **independent problem solving**, sound judgment, and confidentiality to busy campus environments, with a practical focus on keeping academic programs organized and accessible.

EXPERIENCE

Academic Program Coordinator

Lakeview Technical Institute 📅 July 2024 - Present 📍 Champaign, IL

Leads allied health academic operations for approximately 420 students, coordinating schedules, faculty records, purchasing, reporting, coverage, events, outreach, and student communications. Serves as a dependable bridge among faculty, learners, vendors, and campus resources.

- Coordinated allied health schedules and **faculty records** for approximately 420 students across recurring academic deadlines.
- Processed PeopleSoft requisitions, **invoices**, and card reconciliations, keeping purchasing documentation complete and review ready.
- Built Excel rosters, **enrollment lists**, budget summaries, and schedules that supported staffing and semester planning.
- Tracked **faculty leave** and substitute coverage through Teams and SharePoint, preserving current supporting records.
- Coordinated rooms, **vendors**, supplies, **student organizations**, events, and outreach communications for academic programs.
- Served as a primary contact, routing registration, advising, and faculty questions to appropriate campus resources.

Administrative Services Specialist

Midwest Professional Education Center 📅 August 2021 - June 2024 📍 Decatur, IL

Managed administrative services for concurrent education programs, supporting reception, instructors, learners, visitors, external partners, records, purchasing, scheduling, webpages, and service recovery. Protected **confidential information** while keeping daily operations responsive and organized.

- Managed reception for instructors, learners, visitors, and training partners across concurrent education programs.
- Maintained confidential enrollment, personnel, and purchasing files through **controlled access** and consistent recordkeeping.
- Prepared **Word correspondence**, Excel trackers, **Outlook calendars**, and Teams materials for course operations.
- Reconciled invoices and purchasing documentation, assembling complete order records for approval and payment.
- Updated **program webpages** with approved **schedules**, registration details, and contact information after careful proofreading.
- Resolved routine service and scheduling issues independently, escalating exceptions with concise supporting information.

Office Support Associate

OfficeWorks Business Services 📅 October 2020 - July 2021 📍 Springfield, IL

LANGUAGES



MY CAREER



- Academic Program Coordinator at Lakeview Technical Institute (2.2 Years)
- Administrative Services Specialist at Midwest Professional Education Center (2.8 Years)
- Office Support Associate at OfficeWorks Business Services (9 Months)

- Supported a professional office through reception, document preparation, **calendar coordination**, **supply administration**, records organization, invoice matching, and client communication. Balanced simultaneous requests with clear prioritization and dependable follow up.
- Supported reception, **document preparation**, calendars, supplies, and **client communication** in a professional office.
 - Triage telephone and in person requests, providing accurate information and directing specialized questions.
 - Created and proofread correspondence, spreadsheets, meeting materials, and internal lists using Microsoft Office.
 - Organized shared electronic folders and paper files with consistent naming and indexing for efficient retrieval.
 - Monitored **supplies**, prepared **order requests**, verified deliveries, and matched invoices with purchasing documentation.
 - Managed concurrent deadlines for meetings, records, mail, and service requests through prioritized task lists.

PROJECTS

Academic Operations Reporting Initiative 📅 2025

Improved semester planning by consolidating enrollment lists, class rosters, schedules, and budget summaries into clear Excel reporting workflows for academic decision making.

Faculty Coverage Coordination Workflow 📅 2024

Created a consistent SharePoint and Teams process for tracking faculty leave, substitute coverage, supporting records, and timely communication across program operations.

LEADERSHIP & AWARDS

- Recognized for dependable academic operations support while coordinating schedules, records, purchasing, and student communications.
- Earned Microsoft Office Specialist recognition through Excel Associate certification in 2023.
- Trusted by faculty and staff for accurate records, thoughtful service, and calm follow through during competing deadlines.

EDUCATION

Associate of Applied Science in Administrative Information Systems

Lincoln Land Community College 🎓 GPA: 4.0 📅 2020 📍 Springfield, IL

Coursework: Office administration, database management, business communications, spreadsheet applications

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2023
- Microsoft Office Specialist: Word Associate 📅 2022

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, Outlook
- **Collaboration Platforms:** SharePoint, Microsoft Teams, Outlook
- **Financial Systems:** PeopleSoft Financials, purchase requisitions, budget reports
- **Purchasing Operations:** Invoices, purchasing cards, order records
- **Academic Records:** Class rosters, enrollment lists, confidential files
- **Scheduling Systems:** Faculty schedules, room scheduling, substitute coverage
- **Communication Tools:** Telephone reception, email, in person reception
- **Web Content:** Webpage maintenance, schedule updates, registration information
- **Document Management:** Electronic records, physical files, controlled access
- **Administrative Methods:** Proofreading, reconciliation, records indexing

PROFESSIONAL AFFILIATIONS

- Higher education administrative support, serving students, faculty, staff, visitors, and vendors with clear communication.
- Academic program operations, coordinating schedules, events, outreach, purchasing, records, and campus services.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST