

Mila Allison

Senior Administrative Assistant, Faculty Affairs

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STRENGTHS

- 🔒 **Confidential records care**
Protected faculty and program information through consistent filing, secure handling, and careful document review.
- 🗣️ **Clear stakeholder service**
Handled phones, inboxes, and walk in questions with calm follow through, helping people reach answers.
- 📅 **Independent prioritization**
Balanced calendars, records, events, and urgent requests during busy periods, keeping essential work moving.
- 👥 **Practical staff guidance**
Supported two clerical employees during peak periods, giving clear direction when event work accelerated.
- 📁 **Reliable event coordination**
Prepared rooms, materials, refreshments, and participant updates, then stayed engaged through breakdown.
- ✅ **Accurate administrative follow through**
Checked receipts, packets, and records before submission, catching gaps that could delay routine processing.

SKILLS

Administrative Support

Faculty Support

Records Management

Confidential Information

Watermark Google Workspace

Shared Drives

Calendar Management

Email Communication

Phone Communication

SUMMARY

Senior administrative professional with 6 years and 3 months of progressively responsible clerical and academic office experience supporting **faculty, administrators**, students, and public facing operations. Skilled in records management, confidential data handling, shared inbox administration, calendar coordination, event logistics, travel reimbursement, office resource planning, and routine **administrative systems**. Experienced with Watermark, **Google applications**, shared drives, electronic records, listserv maintenance, personal computers, office equipment, and institutional workflows. Independently prioritizes competing requests, standardizes files, removes duplicate content, resolves routine user questions, and protects sensitive information. Guides clerical staff during busy periods while maintaining clear communication with diverse stakeholders. Brings reliable follow through, sound judgment, and practical service to daily faculty support operations. Supports organized academic offices where accurate information, responsive communication, and consistent administrative care help people work effectively.

EXPERIENCE

Senior Administrative Assistant

Lone Star Academic Services 📅 July 2024 to Present 📍 Fort Worth, TX

Lead front office administration for a faculty services unit, supporting confidential records, shared communications, calendars, Watermark users, travel documentation, events, and two part time clerical employees.

- Coordinated faculty services inbox, phone queue, **calendars**, and daily requests across a busy academic office.
- Standardized **shared drive records**, removed duplicate files, and protected confidential documents through consistent handling practices.
- Guided faculty through **Watermark** submissions, documented access issues, and escalated unresolved system questions appropriately.
- Maintained distribution lists, recurring deadlines, and appointment calendars for accurate academic operations.
- Verified **travel** receipts and itinerary details before submitting reimbursement packets through established administrative processes.
- Directed two clerical employees during peak periods and coordinated event setup, **refreshments**, and post event breakdown.

Administrative Assistant

Prairie View Education Collaborative 📅 July 2022 to June 2024 📍 Irving, TX

Supported academic programs administration across faculty and student facing teams, coordinating communications, records, calendars, supplies, travel, reimbursements, meetings, and faculty events.

- Triaged phone and email inquiries, then tracked follow up across faculty, **staff, students**, and administrators.
- Organized **shared drive** folders with consistent naming conventions for confidential program documentation.
- Maintained calendars, email lists, supply inventories, and recurring office communications for dependable daily operations.
- Prepared meeting packets, scanned records, and checked documents before secure filing or distribution.
- Resolved missing travel documentation before reimbursement packets reached finance reviewers for processing.
- Prepared workshop materials, refreshments, room arrangements, and logistical updates for **faculty events**.

Clerical Assistant

Trinity Learning Institute 📅 July 2020 to June 2022 📍 Grand Prairie, TX

Listserv Administration

Travel Planning Reimbursements

Event Support Information Security

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

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MONTHS

Provided clerical and front **office support** for an education office, maintaining records, communications, supplies, event materials, and routine technology workflows for administrators and student employees.

- Greeted visitors, routed calls, monitored a general inbox, and directed questions to appropriate staff.
- Entered program records accurately while following confidentiality, retention, and **information security** practices.
- Used Google Docs, Sheets, Calendar, Gmail, shared drives, and **office equipment** for daily administration.
- Reorganized legacy folders into standard categories, helping **staff** locate frequently used documents sooner.
- Monitored supplies and coordinated routine orders and refreshments without disrupting scheduled program activities.
- Prepared handouts, attendance materials, signage, and room supplies for education office events.

PROJECTS

Faculty Records Standardization 📅 2024

Reorganized shared drive content through naming standards, duplicate removal, secure filing, and clearer document access for faculty support staff.

Academic Event Operations 📅 2023

Coordinated materials, refreshments, room preparation, participant updates, and breakdown activities for recurring faculty workshops and programs.

LEADERSHIP & AWARDS

- Recognized by academic office leadership for dependable faculty support and accurate confidential records administration.
- Selected to guide clerical staff during peak periods, supporting steady service and timely event preparation.
- Commended for resolving incomplete reimbursement documentation before finance review.

EDUCATION

Associate of Applied Science in Office Administration

Tarrant County College 🎓 GPA: 3.5 📅 2020 📍 Fort Worth, TX

Coursework: *Records management, office procedures, business communications, computer applications*

CERTIFICATIONS

- Google Workspace Productivity Certificate 📅 2024
- Microsoft Office Specialist: Associate 📅 2023

TECHNICAL SKILLS

- **Google Workspace:** Google Docs, Google Sheets, Google Calendar
- **Communication Systems:** Gmail, shared inboxes, central phone lines
- **Records Management:** Electronic records, shared drives, file naming standards
- **Watermark Administration:** Watermark workflows, user support, submission review
- **Office Equipment:** Personal computers, scanners, copiers
- **Calendar Systems:** Appointment calendars, event calendars, recurring deadlines
- **Administrative Records:** Data entry, document filing, duplicate removal
- **Travel Administration:** Travel arrangements, receipts, itineraries
- **Reimbursement Processing:** Reimbursement packets, documentation review, finance submission
- **Event Operations:** Room setup, refreshments, materials preparation
- **Communication Lists:** Email distribution lists, listserv maintenance, stakeholder updates
- **Information Security:** Confidential records, secure disposal, privacy practices

PROFESSIONAL AFFILIATIONS

- Academic administrative support community, focused on faculty services and reliable office operations.
- Professional office administration network, sharing practical records and communication practices.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST