

Mila Allison

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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

July 2024 to Present

Lone Star Academic Services

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

July 2022 to June 2024

Prairie View Education Collaborative

Irving, TX

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

- Triageed 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

July 2020 to June 2022

Trinity Learning Institute

Grand Prairie, TX

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

SKILLS

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|----------------------------|-----------------------|---------------------------|------------------------|
| • Administrative Support | • Watermark | • Email Communication | • Reimbursements |
| • Faculty Support | • Google Workspace | • Phone Communication | • Event Support |
| • Records Management | • Shared Drives | • Listserv Administration | • Information Security |
| • Confidential Information | • Calendar Management | • Travel Planning | |

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST