

Aisha Rodgers

Senior Office Assistant

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STRENGTHS

- 👤 **Public Service**
Handled difficult inquiries with calm explanations and careful research, helping customers leave with clear next steps.
- ✅ **Document Accuracy**
Proofread letters and reports from notes, catching formatting and content issues before documents reached customers or partners.
- 📁 **Records Organization**
Kept paper and computerized files in consistent order. Colleagues relied on quick retrieval during recurring customer cases.
- ⚖️ **Independent Judgment**
Prioritized competing assignments with limited supervision, pausing for senior review when policy or authority became unclear.
- 👥 **Peer Training**
Trained three clerical employees on intake, Outlook, and file practices, then reviewed work during coverage changes.

SKILLS

Proofreading Customer service

Records management

Filing systems Correspondence

Complaint resolution

Policy explanation Staff training

Cross training Quality review

Data entry Scheduling

Office arithmetic

Workload coordination

Deadline management

SUMMARY

Senior office support professional with six years of full time clerical experience in public facing administrative environments. Prepares, proofreads, organizes, and maintains **correspondence**, memoranda, reports, forms, files, and operational records with strong accuracy. Serves customers and **partner agencies** by telephone, email, and in person, explains policies clearly, researches procedural questions, and resolves difficult inquiries tactfully. Manages alphabetic, numeric, chronological, manual, and computerized **filing systems** while compiling information into concise records and presentations. Works independently with sound judgment, prioritizes competing assignments, meets deadlines, and escalates unusual matters appropriately. Experienced with Microsoft Word, Excel, Outlook, Adobe Acrobat, Teams, shared file systems, printers, copiers, staff training, cross training, **workload coordination**, and quality review. Ready to contribute dependable service, organized records, and thoughtful administrative support in a public service office.

EXPERIENCE

Senior Administrative Assistant

Sierra Community Services 📅 January 2024 - Present 📍 Roseville, CA

Coordinates daily clerical operations for a public facing service office, supporting customers, partner organizations, records requests, correspondence, document review, staff training, and deadline sensitive assignments with limited supervision.

- Coordinated **public** inquiries, records requests, correspondence, and document review during heavy office demand.
- Researched procedural guidance and records, clarifying service requirements before escalating unusual interpretations.
- Prepared Word and Acrobat **letters**, **memoranda**, reports, templates, and procedures with corrected formatting.
- Maintained alphabetic, numeric, **chronological**, paper, and computerized files for dependable case retrieval.
- Trained three **clerical** employees on intake, Outlook workflows, document standards, and file practices.
- Reviewed selected assignments for completeness and accuracy during coverage changes and workload transitions.
- Used Excel, Outlook, Teams, printers, copiers, and shared **files** to keep deadlines moving.

Office Assistant II

Capital Valley Housing Services 📅 January 2022 - December 2023 📍 Citrus Heights, CA

Provided front counter and telephone administration for residents, applicants, vendors, and partner agencies, maintaining correspondence, appointments, records, data, routing, supplies, and confidential information.

- Delivered front counter and **telephone** service, recording details and retrieving current information for request resolution.
- Explained application and service **procedures** in plain language, referring exceptions to senior staff.
- Created letters and memoranda from notes, then **proofread** grammar and factual consistency.
- Maintained reusable **correspondence** templates, shared calendars, contact lists, and appointment materials.
- Entered and reconciled Excel data, completing **arithmetic** checks before records were finalized.
- Managed incoming mail, electronic files, supplies, and document routing against recurring **deadlines**.
- Protected confidential customer information while coordinating records and communications across service teams.

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Senior Administrative Assistant at Sierra Community Services (2.7 Years)
- Office Assistant II at Capital Valley Housing Services (1.9 Years)
- Office Assistant at Northgate Family Resource Center (1.2 Years)

Office Assistant

Northgate Family Resource Center 📅 September 2020 - December 2021 📍 Sacramento, CA

Supported reception and administrative operations for families, community partners, and program staff through telephone, email, and in person communication, records maintenance, **document preparation**, and routine office technology.

- Supported reception, telephone, email, and in person communication for families and partners.
- Reviewed routine paperwork for completeness and recorded inquiry details for staff follow up.
- Maintained **manual** and electronic files using established naming and filing conventions.
- Produced emails, form letters, meeting notes, and internal documents in Word and Outlook.
- Used **printers, copiers**, scanners, file tools, and Excel worksheets for office calculations.
- Followed **procedure manuals**, identified conflicting information, and sought senior review appropriately.
- Processed mail, scheduling updates, supply tracking, and recurring records work with limited supervision.

PROJECTS

Public Records Workflow Review 📅 2025

Improved a recurring records workflow by mapping intake, filing, retrieval, and review steps. Clarified handoffs and supported more consistent access for customer cases and correspondence.

Clerical Cross Training Guide 📅 2024

Created practical cross training guidance for intake, Outlook workflows, document standards, and file practices. Helped clerical coverage changes run with fewer interruptions.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable service during high volume public office periods.
- Selected to train and cross train three clerical employees on office procedures and records practices.
- Entrusted with quality review for selected clerical work and confidential administrative records.

EDUCATION

Associate of Arts in Business Administration

American River College 🎓 GPA: 3.5 📅 2020 📍 Sacramento, CA

Coursework: *Business communication, office administration, accounting principles, records management*

CERTIFICATIONS

- Microsoft Office Specialist: Associate 📅 2022
- Typing Certificate, 58 Net Words Per Minute 📅 2025

TECHNICAL SKILLS

- **Word Processing:** Microsoft Word, letter formats, memo formats
- **Spreadsheet Tools:** Microsoft Excel, arithmetic checks, data reconciliation
- **Email And Calendars:** Microsoft Outlook, shared calendars, contact lists
- **Document Management:** Adobe Acrobat, PDF files, document templates
- **Collaboration Tools:** Microsoft Teams, shared files, meeting materials
- **Records Management:** Alphabetic filing, numeric filing, chronological filing
- **Office Equipment:** Printers, copiers, scanners
- **Customer Service:** Telephone procedures, front counter service, complaint resolution
- **Administrative Writing:** Correspondence, memoranda, reports
- **Quality Control:** Proofreading, grammar review, factual review
- **Staff Development:** Training, cross training, work review
- **Information Handling:** Data entry, record retrieval, confidentiality
- **Policy Documentation:** Procedure manuals, policy guidance, desk manuals

- **Communication Methods:** Telephone, email, in person communication
- **Office Operations:** Mail routing, scheduling, supply tracking

PROFESSIONAL AFFILIATIONS

- Public service administration, supporting clear communication and dependable access to records.
- Clerical training and peer support, sharing practical file and document practices with coworkers.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST