

Londyn Callahan

Skilled Hourly Administrative Support

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STRENGTHS

- ✔️ **Accurate Records**
Validation checks kept participant records complete and easy to retrieve, a habit that reduced avoidable follow up.
- ♥️ **Customer Care**
Calm responses helped frustrated customers clarify next steps, and staff trusted documented follow up.
- ♥️ **Office Documents**
Clear correspondence, tables, invoices, and presentations supported instructors and program staff during busy schedules.
- ✂️ **Adaptable Coverage**
Shifting among reception, records, and document production kept service steady when schedules or staffing changed.
- 🔍 **Procedure Focus**
Reviewing forms against established requirements caught missing information before submission and protected record quality.

SKILLS

Administrative Support

Clerical Operations

Customer Service Reception

Call Routing Records Management

Form Processing

Document Preparation

Correspondence Purchase Orders

Invoices Microsoft Outlook

Microsoft Word Microsoft Excel

Microsoft PowerPoint

SUMMARY

Administrative support professional with four years of **clerical** experience and more than three years serving customers in education and community service settings. Provides accurate records management, **document preparation**, form processing, reception coverage, call routing, and dependable backup support as departmental needs change. Uses Microsoft Outlook, Word, Excel, and PowerPoint for **correspondence**, reports, tables, purchase requests, invoices, presentations, and routine office reporting. Reviews materials against **established procedures**, catches incomplete information, and keeps computerized and paper records orderly. Communicates clearly with visitors, callers, staff, and program customers, including during difficult conversations. Brings an Associate of Applied Science in Administrative Office Management, careful follow through, sound judgment, and a steady focus on complete, courteous service.

EXPERIENCE

Administrative Support Specialist

Inland Northwest Learning Center 📅 January 2025 - Present 📍 Spokane, WA

Provides daily administrative support for continuing education programs, covering reception, shared inbox requests, enrollment records, document production, and changing departmental priorities. Applies established procedures with sound judgment, supports instructors and program staff, and maintains dependable service during registration periods and staff absences.

- Reviewed enrollment forms against requirements, resolving incomplete submissions before system entry.
- Created correspondence, tables, purchase requests, **invoices**, and presentations using **Microsoft Office**.
- Maintained participant **records** and spreadsheets with validation checks for accurate retrieval.
- Handled calls and **visitors**, clarified needs, routed issues, and documented **messages**.
- Provided **backup coverage** across reception, records, and document production during peak periods.
- Coordinated shared inbox requests and program documents as schedules changed.

Office Assistant

Riverbend Community Services 📅 October 2022 - December 2024 📍 Coeur d'Alene, ID

Supported a busy community services office through reception, **customer service**, application processing, records maintenance, correspondence, and meeting preparation. Used established procedures to protect record accuracy, respond calmly during difficult interactions, and keep program staff informed about follow up needs.

- Greeted visitors, answered calls, and routed requests to appropriate program staff.
- Processed **applications**, consent **forms**, service records, and correspondence under established procedures.
- Maintained paper and computerized files, correcting duplicate or outdated entries.
- Prepared **Excel tables** and numerical summaries for monthly program meetings.
- Drafted letters, meeting notes, and internal documents in Microsoft **Word**.
- Clarified next steps for frustrated customers and recorded follow up needs for staff.

LEADERSHIP & AWARDS

- Recognized by program staff for dependable backup coverage during registration periods and absences.
- Commended for calm customer service and clear follow up during documentation concerns.
- Selected as a trusted resource for accurate records and polished office documents.

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Administrative Support Specialist at Inland Northwest Learning Center (1.8 Years)
- Office Assistant at Riverbend Community Services (2.2 Years)

EDUCATION

Associate of Applied Science in Administrative Office Management
Spokane Community College 🎓 GPA: 3.5 📅 2022 📍 Spokane, WA
Coursework: Office administration, business communication, records management, Microsoft Office

CERTIFICATIONS

- Microsoft Office Specialist: Associate, Microsoft 365 Apps 📅 2024
- Microsoft Office Specialist: Excel Associate 📅 2024

TECHNICAL SKILLS

- **Microsoft Office:** Outlook, Word, Excel, PowerPoint
- **Records Systems:** Computerized records, paper files, file conventions
- **Document Production:** Correspondence, reports, tables, presentations
- **Financial Documents:** Purchase orders, invoices, numerical summaries
- **Customer Service:** Reception, telephone support, visitor assistance
- **Communication:** Written communication, oral communication, meeting participation
- **Form Processing:** Applications, consent forms, records review
- **Quality Control:** Validation checks, completeness review, document accuracy
- **Office Administration:** Clerical operations, administrative support, backup coverage
- **Information Handling:** Data updates, message documentation, request routing

PROFESSIONAL AFFILIATIONS

- Administrative office management graduate, Spokane Community College.
- Community service office support contributor, Inland Northwest Learning Center.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST