

Gianna Gibbs

Specialist I Proctor, Testing Services

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STRENGTHS

- 🔒 **Secure exam administration**
Kept controlled materials, identity checks, room monitoring, and checkout aligned, even when sessions became busy.
- 🗣️ **Bilingual student service**
Explained requirements in English or Spanish, and students often left the desk with fewer questions.
- ♥️ **Confidential records**
Handled sensitive files through careful access and storage practices, earning trust from staff who needed accurate information.
- ⚙️ **Calm issue resolution**
When routine questions surfaced during appointments, checked available records first and escalated exceptions with useful context.
- 👥 **Inclusive communication**
Adjusted pace and format for varied abilities and backgrounds, helping each visitor receive consistent, respectful service.

SKILLS

Test Proctoring
Exam Administration
Candidate Check In
Identity Verification
Computer Based Testing
Paper Exams Video Surveillance
Academic Integrity
Confidential Records
Student Information Systems
Bilingual Spanish
Customer Service

SUMMARY

Bilingual English and Spanish testing and student services professional with three years supporting secure exam administration, **candidate check in**, identity verification, computer based and **paper examinations**, confidential records, and front desk operations. Clear communication helps students, instructors, staff, and external examinees understand testing requirements and complete appointments with confidence. Regular work includes room monitoring, video surveillance, controlled material collection, discrepancy documentation, electronic filing, **student information systems**, phones, and **standard office equipment**. Sound judgment supports courteous policy enforcement, academic integrity, privacy protection, and timely escalation of concerns. Experience serving people with varied abilities, cultures, academic backgrounds, and socioeconomic circumstances supports accessible service during busy periods. Ready to contribute dependable testing operations, accurate records, and respectful bilingual assistance in a community college setting.

EXPERIENCE

Testing Services Proctor

Mountain Ridge Assessment Center 📅 October 2024 - Present 📍 West Jordan, UT

Supports secure testing operations for college students and external candidates, managing computer based and paper examinations, candidate service, controlled materials, records, room monitoring, and routine issue resolution with **limited supervision**.

- Administered computer based and paper exams through orderly check in, seating, testing, and checkout workflows.
- Verified **identification** and appointment details, then explained exam rules clearly in English or Spanish.
- Monitored testing rooms through walkthroughs and **video surveillance**, documenting irregularities for supervisory review.
- Protected **confidential records** and controlled materials through secure access, collection, storage, and **electronic filing**.
- Used **student information systems** to confirm eligibility, resolve routine questions, and refer exceptions appropriately.
- Maintained clean testing stations, operated phones and office equipment, and supported busy service periods.

Bilingual Reception and Records Assistant

Student Services Office 📅 September 2023 - September 2024 📍 Salt Lake City, UT

Provided bilingual front desk and records support for students seeking appointments, information, and campus resources, while protecting confidential files and adapting service for varied abilities and backgrounds.

- Welcomed students in English and Spanish, connecting visitors with appointments, records help, and campus resources.
- Managed appointment arrivals and verified basic record information before staff consultations began.
- Maintained confidential paper and **electronic files** through consistent access, routing, and storage practices.
- Answered multiline **phones** with concise procedural guidance, escalating unusual requests for supervisory **judgment**.
- Adapted communication pace and format for visitors with varied abilities and backgrounds.
- Organized reception materials, shared workstations, and daily service records for steady student traffic.

Appointment Scheduling

Electronic Filing Issue Resolution

LANGUAGES

English Native

Spanish Native

MY CAREER



● Testing Services Proctor at Mountain Ridge Assessment Center (1.9 Years)

● Bilingual Reception and Records Assistant at Student Services Office (1 Years)

PROJECTS

Bilingual Testing Access Support 📅 2024

Supported accessible testing communication by explaining appointment procedures, identity checks, room expectations, and checkout steps in English and Spanish.

Confidential Records Workflow 📅 2023

Applied consistent filing and privacy practices across paper and electronic student records, helping staff retrieve accurate information during daily service.

LEADERSHIP & AWARDS

- Recognized by testing colleagues for dependable room monitoring and calm handling of routine exam concerns.
- Commended by student services staff for clear bilingual communication and respectful support during busy reception periods.

EDUCATION

Associate of Science in General Studies

Salt Lake Community College 🎓 GPA: 3.5 📅 2023 📍 Salt Lake City, UT

Coursework: Communication, information systems, records management, office procedures

CERTIFICATIONS

- Spanish English Bilingual Workplace Communication Certificate 📅 2023
- Workplace Privacy and Confidential Records Training 📅 2024

TECHNICAL SKILLS

- **Testing Systems:** Computer based testing, paper examinations, exam launch
- **Candidate Processing:** Appointment check in, identity verification, candidate checkout
- **Monitoring Tools:** Video surveillance, testing room walkthroughs, incident documentation
- **Records Systems:** Student information systems, electronic filing, paper records
- **Office Technology:** Multi line phones, office equipment, shared workstations
- **Privacy Controls:** Confidential records, controlled materials, secure storage
- **Communication:** English communication, Spanish communication, written instructions
- **Service Operations:** Reception services, appointment scheduling, visitor support
- **Academic Integrity:** Misconduct reporting, discrepancy escalation, examination security
- **Accessibility Support:** Disability aware service, communication adaptation, inclusive assistance
- **Administrative Workflows:** Check in workflows, checkout workflows, records routing
- **Cleaning Operations:** Testing area cleaning, appropriate cleaning materials, station organization

PROFESSIONAL AFFILIATIONS

- Student services collaboration with faculty, staff, students, and external examinees.
- Bilingual workplace communication community through Spanish and English service support.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST