

Willa Walter

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SUMMARY

Early career administrative professional with a Bachelor of Arts in Public Administration and supervised experience supporting public service operations, university projects, and time sensitive office work. Managed correspondence, records, scheduling, **meeting logistics**, data entry, document preparation, proofreading, inquiry routing, and task tracking with steady attention to accuracy. Prepared briefing packets, agendas, correspondence drafts, reference materials, acknowledgment letters, meeting summaries, and routing notes for staff review. Maintained shared trackers, calendars, retention folders, and digital filing systems while handling sensitive information with discretion. Clear written and **verbal communication** supported courteous service for community members, campus stakeholders, colleagues, and supervisors. Comfortable using Microsoft Word, Excel, Outlook, shared calendars, and structured office workflows. Ready to contribute dependable **administrative support** within a professional **legislative office**.

EDUCATION

Bachelor's Degree in Public Administration

2026

Virginia Commonwealth University GPA: 4.0

Richmond, VA

Coursework: Public service administration, office management, legislative processes, professional communication

TECHNICAL SKILLS

- **Office Productivity:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Document Management:** Digital filing, retention folders, standardized file names
- **Calendar Coordination:** Shared calendars, appointment scheduling, room logistics
- **Written Communication:** Correspondence drafts, briefing packets, professional memos
- **Records Administration:** Accurate records, reference materials, supporting documents
- **Request Tracking:** Shared trackers, status categories, completion notes
- **Data Entry:** Contact details, request topics, validation fields
- **Meeting Support:** Meeting agendas, meeting summaries, meeting logistics
- **Customer Service:** Inquiry routing, phone support, email support
- **Workflow Methods:** Task lists, follow up, escalation guidance
- **Proofreading:** Administrative materials, acknowledgment letters, routing notes
- **Public Administration:** Public service, legislative workflows, constituent requests

SKILLS

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|--------------------------|------------------------|-------------------|------------------------------|
| • Administrative support | • Records management | • Inquiry routing | • Microsoft Outlook |
| • Correspondence | • Data entry | • Task tracking | • Professional communication |
| • Scheduling | • Document preparation | • Microsoft Word | • Discretion |
| • Meeting logistics | • Proofreading | • Microsoft Excel | |

EXPERIENCE

Administrative Support Intern

June 2026 - September 2026

Public Service Internship

Richmond, VA

Supported supervised **public service** administration through intake tracking, correspondence preparation, scheduling, records **organization**, inquiry routing, and follow up. Helped staff keep community requests, meeting materials, calendars, and administrative tasks accurate, accessible, and current during time sensitive office work.

- Recorded community requests in shared trackers, improving visibility into routing decisions and follow up status.
- Prepared briefing packets, agendas, **correspondence** drafts, and reference materials for staff review before community meetings.
- Coordinated appointment calendars and room logistics, keeping **scheduling** notes accurate after changes and confirmations.
- Organized digital **records** with standard file names and retention folders, improving retrieval of current documents.
- Routed phone and email inquiries using escalation guidance, providing courteous communication and accurate staff direction.
- Maintained weekly task lists with completion notes, helping supervisors verify outstanding administrative requests.

Administrative Operations Project Assistant

September 2025 - May 2026

University Project

Richmond, VA

Completed supervised administrative operations work for a public administration course, translating office concepts into practical workflows, request logs, correspondence, scheduling processes, filing structures, and team documentation. Presented recommendations that connected consistent records and **task tracking** with dependable service.

- Mapped a simulated **legislative office** workflow, connecting intake, **correspondence**, scheduling, records, and follow up steps.
- Built an Excel request log for 180 cases, improving completeness through validation fields and status categories.
- Drafted acknowledgment letters, meeting summaries, and routing notes, applying concise professional writing and proofreading standards.
- Tested a shared calendar process for five teammates, resolving conflicts and documenting decisions in organized notes.
- Created a digital filing structure for case materials, then evaluated retrieval accuracy through peer review.
- Presented workflow recommendations to faculty and classmates, linking documentation and **discretion** with reliable office service.

PROJECTS

Simulated Legislative Office Workflow 📅 2026

Created a classroom workflow for intake, correspondence, scheduling, records, and follow up. Shared practical recommendations with classmates and faculty, building common ground around dependable office service and accurate information.

LEADERSHIP & AWARDS

- Dean's List, 2025, recognized for strong academic performance and consistent coursework commitment.
- Public Service Student Achievement Award, 2026, honored for meaningful preparation for community focused administrative work.
- Faculty recognition followed a clear workflow presentation that connected documentation, discretion, and dependable service.

CERTIFICATIONS

- Microsoft Learn, Microsoft 365 Fundamentals Learning Path 📅 2026
- Coursera, Writing Professional Email and Memos 📅 2026

PROFESSIONAL AFFILIATIONS

- Campus Civic Engagement Council, Events Coordinator, 2025 to 2026, organized activities and supported shared campus priorities.
- Peer Success Program, Student Mentor, 2025 to 2026, provided approachable guidance and dependable follow up for fellow students.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST