

# Angel Payne

## Student Employee, Registrar's Office Support

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📍 Columbia, MO 65201

### STRENGTHS

- ✔ **Accurate record work**  
Processed hundreds of simulated entries with validation checks. A second review caught exceptions before submission and protected dataset quality.
- 🔒 **Confidential file care**  
Separated restricted samples from presentation files and recorded disposal steps. That practice made privacy a visible part of every workflow.
- ☰ **Organized follow through**  
Tracked several assignments with due dates and status fields. A clear queue kept weekly work moving when priorities shifted.
- 🗨 **Courteous communication**  
Practiced telephone routing with concise notes and respectful redirection. Call purpose stayed clear, even during busy scenario exercises.
- 👥 **Service minded teamwork**  
Presented workflow choices to classmates and welcomed questions. Peer feedback helped clarify indexing decisions and improve shared documentation.

### SKILLS

Clerical support Data entry

Scanning Indexing

Document filing Telephone routing

Campus deliveries Confidentiality

Microsoft Office Microsoft Excel

Google Sheets

Written communication

Oral communication

Deadline management

Records organization

### SUMMARY

Detail focused university student preparing for clerical work in registrar and **student records** settings. Academic projects provide hands on practice with accurate data entry, Excel validation, Google Sheets organization, document scanning, indexing, filing, **secure shredding** procedures, telephone routing, and **confidential information** handling. Coursework strengthened written and oral communication, record organization, deadline control, and careful completion of **concurrent assignments**. Supervised simulations included 450 student record entries, 300 mock documents, retrieval testing, restricted file handling, office workflow planning, and campus delivery scenarios. Clear documentation and consistent follow through support dependable office service. Comfortable working Monday through Friday office schedules, walking across campus, lifting materials up to 20 pounds, and following established procedures. Ready to contribute accurate, courteous support in a student records office.

### EDUCATION

#### Bachelor's Degree in General Studies

University of Missouri 🎓 GPA: 4.0 📅 2028 📍 Columbia, MO

**Coursework:** Office administration, information management, business communication, spreadsheet applications

### TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Office
- **Spreadsheet Tools:** Excel spreadsheets, Google Sheets, field validation
- **Records Processing:** Data entry, record updates, exception tracking
- **Document Imaging:** Scanning, image readability checks, digital repositories
- **Indexing Systems:** Record type indexing, identifier indexing, date indexing
- **File Management:** Alphabetical filing, numerical filing, chronological filing
- **Document Security:** Confidential records, secure shredding, restricted files
- **Communication Systems:** Telephone routing, caller notes, email scripts
- **Office Administration:** Clerical support, office procedures, office environment
- **Work Planning:** Concurrent projects, due dates, status tracking
- **Quality Control:** Validation checks, retrieval testing, source verification
- **Campus Services:** Campus deliveries, walking routes, student services

### EXPERIENCE

#### Student Records Office Simulation

University Project 📅 January 2026 - Present 📍 Columbia, MO

Completed supervised records processing and office workflow simulations covering **data entry**, indexing, document control, telephone routing, confidentiality, concurrent assignments, and deadline based delivery.

- Processed 450 simulated **student records** in Excel, documenting field exceptions before final dataset approval.
- Created an **indexing** convention for scanned forms, improving retrieval by record type, identifier, and date.
- Applied **confidentiality** protocols to restricted samples, separating working files and documenting **secure disposal** steps.
- Built an Excel queue with due dates, statuses, and quality checks for weekly clerical assignments.
- Practiced **telephone routing** scenarios, recording caller needs and directing requests to appropriate campus contacts.
- Presented records safeguards and workflow decisions to 16 classmates using clear professional communication.

LANGUAGES



MY CAREER



- Student Records Office Simulation at University Project (8 Months)
- Administrative Office Workflow Project at Course Project (4 Months)

Administrative Office Workflow Project

Course Project 📅 August 2025 - December 2025 📍 Columbia, MO

- Built a supervised administrative workflow focused on document registration, **scanning**, filing, shredding simulations, campus delivery planning, communication scripts, and timely completion.
- Created a **Google Sheets** register for 300 mock documents with consistent names, dates, categories, and statuses.
  - Scanned sample forms and matched readable files with spreadsheet entries before submitting the completed repository.
  - Tested alphabetical, numerical, and chronological filing systems through instructor retrieval exercises without changing source documents.
  - Planned weekly data entry, **filing**, shredding, and **campus delivery** tasks around course deadlines.
  - Drafted courteous email and telephone scripts for **student service** questions and appropriate information requests.
  - Reviewed workflow results and identified improvements for validation, naming, and task sequencing within established procedures.

PROJECTS

Campus Records Service Practice 📅 2026

A practical classroom effort connected accurate records work with respectful service. Repeated retrieval tests, routing practice, and delivery planning built confidence for dependable office support.

Document Control Study 📅 2025

This project turned ordinary mock forms into a useful lesson in organization. Careful scanning, naming, filing, and review showed how small choices protect timely access.

LEADERSHIP & AWARDS

- Dean's List, Spring 2026
- Academic Achievement Scholarship, 2025
- Recognized for organized project documentation and consistent academic performance.

CERTIFICATIONS

- Microsoft Learn: Excel Fundamentals 📅 2026
- Coursera: Work Smarter with Microsoft Excel 📅 2026

PROFESSIONAL AFFILIATIONS

- Campus Peer Welcome Team, Volunteer, 2025 to Present
- Student Service Council, Records and Events Volunteer, 2026 to Present

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST