

Magdalena Miranda

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SUMMARY

Student services professional with three years of experience supporting education based customer service, **front desk operations**, campus programs, outreach, and administrative workflows. Provides welcoming service for students, families, employees, and visitors through walk in, phone, and email channels. Operates **student ID equipment**, maintains accurate records, organizes supplies, and keeps student facing offices functional and accessible. Coordinates event logistics, prepares materials, supports setup and breakdown, and assists with **campus pop up activities** that connect students with useful programs. Uses **Microsoft Office Suite** for documentation, inventory, purchasing support, expense tracking, and daily coordination. Brings clear communication, practical judgment, dependable follow through, and care for positive student experiences across busy education settings.

EXPERIENCE

Student Services Assistant

June 2025 - Present

Redwood Technical Institute

Norman, OK

Supports a student facing service desk, student ID operations, campus programs, outreach activities, purchasing documentation, inventory, and expense records. Balances daily office coverage with event needs while keeping information organized and service responsive.

- Managed walk in, telephone, and shared inbox inquiries, guiding students toward campus resources and routine services.
- Operated **student ID equipment** and maintained service **records**, escalating account issues through established support channels.
- Coordinated room readiness, **supplies**, printed materials, check in resources, setup, onsite support, and **breakdown** for programs.
- Tracked office and event **inventory** in **Microsoft Excel**, flagging replenishment needs before scheduled activities and services.
- Prepared purchasing documentation and reconciled expense records, giving staff organized information for routine budget review.
- Supported campus pop up tables, answered questions, and directed students toward relevant programs and services.

Front Desk and Program Assistant

October 2023 - May 2025

Central Oklahoma Learning Center

Moore, OK

Provided front desk service for students, families, instructors, and visitors while maintaining enrollment records, workshop logistics, supplies, purchasing documentation, and **outreach** materials. Helped keep education programs organized, accessible, and ready for daily use.

- Handled overlapping in person, phone, and email requests, providing clear answers and consistent follow through.
- Maintained enrollment support records, appointment information, and office documents using Word, Excel, and Outlook.
- Prepared workshop materials, checklists, sign in resources, and room arrangements before student activities began.
- Tracked office inventory and organized storage, keeping forms, program materials, and supplies accessible for staff.
- Recorded purchases and expense information in spreadsheets, matching supporting documentation before routing records for review.
- Promoted workshops through front desk conversations and information tables, connecting students with relevant services.

PROJECTS

Student Program Logistics Support 📅 2025

Helped coordinate student program logistics through material preparation, room setup, participant check in, onsite assistance, and post event breakdown. Maintained supply readiness and clear information flow for positive student experiences.

Campus Outreach Information Tables 📅 2024

Supported small outreach tables that introduced students to workshops, campus resources, and available services. Prepared printed materials, answered questions, and directed visitors toward appropriate program contacts.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable front desk coverage and responsive student service during busy periods.
- Trusted with accurate purchasing records, inventory updates, and event preparation across education based service operations.
- Selected for recurring support at campus programs because materials, spaces, and participant resources stayed organized.

EDUCATION

Associate of Arts

2023

Oklahoma City Community College GPA: 3.5

Oklahoma City, OK

Coursework: Communication, business administration, psychology, education

CERTIFICATIONS

- Microsoft Office Specialist: Associate 📅 2024

- Customer Service Fundamentals, Coursera 📅 2023

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Front Desk Systems:** Walk in service, telephone service, email service
- **Student ID Operations:** Student ID equipment, ID records, account issue escalation
- **Event Logistics:** Room setup, material preparation, event breakdown
- **Outreach Tools:** Pop up tables, printed materials, student referrals
- **Records Management:** Enrollment records, appointment records, office documents
- **Inventory Management:** Supply lists, storage organization, replenishment tracking
- **Purchasing Support:** Purchase records, supporting documentation, transaction routing
- **Expense Tracking:** Expense spreadsheets, transaction matching, budget review
- **Communication Methods:** Walk in inquiries, phone inquiries, email inquiries

SKILLS

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|--------------------------|-------------------------|------------------------|-----------------------|
| • Customer service | • Written communication | • Campus outreach | • Expense tracking |
| • Student services | • Verbal communication | • Records management | • Budget support |
| • Front desk operations | • Event logistics | • Inventory management | • Office organization |
| • Microsoft Office Suite | • Program support | • Purchasing support | |

PROFESSIONAL AFFILIATIONS

- Community college student services professional supporting accessible education programs and welcoming campus operations.
- Education support contributor connecting students with workshops, resources, activities, and practical assistance.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST