

Hazel Bailey

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SUMMARY

Early career **testing services** candidate with approximately 10 months of supervised assessment center, academic lab, and **student service** experience in **higher education** settings. Supports secure exam administration by following **test specific procedures**, timing requirements, seating controls, material handling rules, and confidentiality practices. Provides calm front line assistance through telephone inquiries, walk in service, accurate information sharing, and respectful communication with varied student populations. Checks workstations, resolves routine login and browser issues, documents irregularities, and escalates technical or procedural questions appropriately. Academic training includes administrative office technology, student data privacy, testing workflows, and organized recordkeeping. Collaborative work with students, faculty, staff, instructors, and testing stakeholders has built practical judgment and dependable service habits. Prepared to contribute careful execution, clear communication, and consistent support in a college testing center.

EDUCATION

Certificate in Administrative Office Technology2026
Moore Norman Technology Center GPA: 4.0Norman, OK
Coursework: Office administration, computer applications, records management, business communication

High School Diploma2025
Norman High School GPA: 4.0Norman, OK
Coursework: English, computer applications, communication, student leadership

TECHNICAL SKILLS

- **Testing Operations:** Exam proctoring, test administration, testing services
- **Test Security:** Exam security, material controls, session integrity
- **Privacy Practices:** Student information privacy, confidential records, data protection
- **Computer Applications:** Microsoft Office, spreadsheets, word processing
- **Technical Support:** Login troubleshooting, browser troubleshooting, workstation support
- **Student Services:** Walk in assistance, telephone inquiries, general information
- **Administrative Workflows:** Check in procedures, appointment tracking, recordkeeping
- **Communication:** Verbal communication, written communication, stakeholder communication
- **Higher Education:** College testing, student populations, faculty support
- **Documentation:** Incident notes, session records, material reconciliation

SKILLS

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|--------------------|--------------------------|-----------------------------|-------------------------|
| • Exam proctoring | • Student privacy | • Basic computer skills | • Organization |
| • Testing services | • Administrative support | • Technical troubleshooting | • Verbal communication |
| • Test security | • Phone inquiries | • Higher education | • Written communication |
| • Confidentiality | • Walk in service | • Student service | |

EXPERIENCE

Testing Services Practicum Assistant, Student Assessment LabJanuary 2026 - Present
Student Assessment LabNorman, OK

Support supervised assessment center operations in a higher education lab, administering practice and course examinations, preparing secure workstations, assisting **students**, documenting irregularities, and escalating technical or policy questions. Work follows **test specific procedures** and supports fair, organized service for students, faculty, staff, and instructors.

- Administered 80 plus supervised assessments using timing rules, seating controls, and secure material procedures.
- Verified workstations and check in records, escalating policy questions before testing sessions began.
- Protected student information, exam content, screens, rosters, scratch materials, and completed tests.
- Resolved routine login, browser, peripheral, and workstation issues using approved troubleshooting steps.
- Answered simulated phone and walk in questions about testing hours, preparation, scheduling, and campus resources.
- Reconciled **testing materials** and incident notes, giving instructors clear records of session conditions.

PROJECTS

Secure Testing Center Operations Project 📅 December 2025

Created a supervised testing center operating model for a student services course. Mapped check in, seating, exam distribution, monitoring, incident documentation, secure material return, appointment tracking, access controls, troubleshooting, escalation, and service communication. Applied sample testing standards across 30 scenarios, then presented fair and consistent assessment practices to classmates.

LEADERSHIP & AWARDS

- Academic Excellence Recognition, 2026
- Student Services Project Award, 2026

CERTIFICATIONS

- Digital Productivity Fundamentals 📅 2026
- Student Data Privacy Basics 📅 2026

PROFESSIONAL AFFILIATIONS

- Peer Volunteer, Student Success Welcome Team, 2025 to 2026
- Member, Campus Service Learning Group, 2025 to 2026

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST