

Zayden Kim

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SUMMARY

Current University of Illinois Chicago student preparing for **higher education administration** work through supervised campus projects focused on **transcript data entry**, **student outreach**, registration support, proofreading, records organization, and orientation services. Coursework and practical assignments developed careful spreadsheet work, professional email and phone communication, document scanning plans, file classification, and respectful handling of sensitive academic information. Campus simulations built NACE Career Readiness Competencies in communication, **critical thinking**, professionalism, and teamwork through realistic student service situations. Reliable and punctual during assigned work, with a steady approach to prioritizing detailed tasks, applying feedback, and resolving questions thoughtfully. Ready to contribute accurate administrative support and welcoming service within a university transfer office.

EDUCATION

Bachelor's Degree in Communication

2027

University of Illinois Chicago GPA: 4.0

Chicago, IL

***Coursework:** Professional communication, interpersonal communication, organizational communication, student services*

TECHNICAL SKILLS

- **Office Productivity:** Microsoft 365, Word, Excel
- **Spreadsheet Management:** Excel, tables, filters
- **Records Processing:** Transcript entry, file classification, scanning
- **Document Review:** Proofreading, formatting, grammar
- **Student Communication:** Email, phone, appointment follow up
- **Registration Support:** Advising questions, registration guidance, referrals
- **Orientation Services:** Check in, student questions, printed materials
- **Records Confidentiality:** Sensitive information, privacy practices, controlled access
- **File Organization:** File naming, retrieval testing, document storage
- **Office Administration:** Task prioritization, scheduling, office organization
- **Career Readiness:** Communication, critical thinking, professionalism
- **Team Collaboration:** Peer review, feedback, shared responsibilities

SKILLS

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|-------------------------|------------------------|---------------------|------------------------------|
| • Student services | • Email communication | • Microsoft 365 | • Task prioritization |
| • Transcript data entry | • Phone communication | • Spreadsheets | • Professional communication |
| • Proofreading | • Registration support | • Document scanning | • Teamwork |
| • Records organization | • Orientation support | • Confidentiality | |

EXPERIENCE

University Project, Transfer Student Services Administration

August 2026 - Present

University Project

Chicago, IL

Supervised campus project supporting transfer services through transcript workflow design, **student outreach** practice, guide review, records classification, and orientation preparation. Presented results to classmates while applying confidentiality, **accountability**, prioritization, and service standards.

- Built transcript entry workflow with a 75 record dataset, checking student fields against project rules.
- Drafted email and phone outreach scripts for advising follow up and registration questions, then revised clarity.
- Proofread **transfer guides** for grammar, dates, formatting, and procedural consistency, recording corrections in a review log.
- Classified simulated student **records** for retention, **scanning**, or review using provided records management criteria.
- Prepared orientation checklist covering check in, student questions, printed materials, and escalation paths for service practice.
- Presented workflow findings, explaining accuracy checks, **confidentiality** practices, task priorities, and lessons learned.

Course Project, Higher Education Office Communication

January 2026 - May 2026

Course Project

Chicago, IL

Course project examined higher education office communication through simulated appointment scheduling, **registration assistance**, referral guidance, **records organization**, and student facing service practice. Work connected communication, critical thinking, professionalism, confidentiality, and teamwork.

- Analyzed student service scenarios and created concise responses for scheduling, registration questions, and campus referrals.
- Organized 60 simulated inquiries in **spreadsheets** by status, deadline, and follow up need for consistent tracking.
- Proofread student notices and advising materials, identifying ambiguous wording and proposing clearer revisions.
- Practiced phone and email role plays focused on listening, professionalism, confidentiality, and accurate information sharing.
- Developed file naming and scanning plan for mock **records**, then tested retrieval accuracy with peer reviewers.
- Connected **communication**, critical thinking, **professionalism**, and teamwork to effective higher education service in final reflection.

Student Innovation Lab, Campus Orientation Service Simulation

September 2025 - December 2025

Student Innovation Lab

Chicago, IL

Supervised student innovation lab project simulated **orientation support** for new and transfer students. Contributed arrival mapping, question reference materials, document checks, escalation practice, interaction tracking, and collaborative service planning.

- Contributed to orientation simulation improving how new and **transfer students** located services and completed check in.
- Mapped student arrival process and identified signage gaps that could reduce confusion during busy periods.
- Created reference sheet for common student questions, verifying responses against supplied campus materials.
- Rotated through greeting, information, document check, and escalation roles during supervised service practice.
- Logged recurring questions from 30 simulated interactions and summarized themes for the final team presentation.
- Applied peer and instructor feedback to service plan, documenting responsibilities and completion dates.

PROJECTS

Transfer Records Accuracy Workflow 📅 2026

Created a supervised practice workflow for transcript entry, records classification, scanning decisions, confidentiality checks, and review log maintenance. Work centered on accurate service for incoming first year and transfer students.

Student Outreach and Orientation Support 📅 2026

Developed communication scripts, orientation checklists, question references, and escalation guidance for advising follow up, registration assistance, and welcoming student service.

LEADERSHIP & AWARDS

- Dean's List, recognized academic achievement in 2026
- Campus Student Service Recognition, honored service contributions in 2026
- Academic Achievement Scholarship, awarded for academic performance in 2025

CERTIFICATIONS

- Microsoft 365 Fundamentals Learning Path 📅 2026
- NACE Career Readiness Competencies Training 📅 2026

PROFESSIONAL AFFILIATIONS

- Peer Mentor, Student Success Network, 2026 to Present
- Orientation Volunteer, Campus Welcome Team, 2025 to Present
- Member, Student Leadership Council, 2025 to Present

LANGUAGES

- English (Native)
- Korean (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST