

Bianca Melendez

☎ (319) 555-7421 ✉ bianca.melendez@example.com 💻 linkedin.com/example/biancamelendez 📍 Cedar Rapids, IA 52403

SUMMARY

Early career administrative professional prepared for high volume vital records issuance and registration work. Academic and supervised campus assignments built practical skill in reviewing birth, death, and marriage record requests, checking completeness, applying eligibility rules, locating correct records, and preparing certified copy simulations. Experience includes **Microsoft Word** templates, microfilm retrieval, historical image validation, image cropping, image enhancement, controlled paper inventory, **quality control**, database searching, and confidential **record handling**. A verified typing speed of 47 net words per minute supports dependable clerical production under deadlines. Coursework also included respectful service for diverse populations, inquiry prioritization, team coordination, secure information practices, and procedure documentation. Consistent attendance, sound judgment, careful verification, and a steady approach to repetitive work support accurate **public records** operations.

EDUCATION

Associate of Applied Science in Administrative Office Management
Kirkwood Community College GPA: 0
Coursework: Records management, Microsoft Office, business communication, office procedures

2026
Cedar Rapids, IA

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Word templates, document formatting
- **Records Systems:** Vital event databases, database search, record indexing
- **Records Review:** Application review, eligibility checks, record verification
- **Imaging Tools:** Image cropping, image enhancement, scanned records
- **Microfilm Equipment:** Microfilm retrieval, index references, historical images
- **Document Production:** Certified copies, controlled paper, printed records
- **Inventory Controls:** Paper inventory, checkout logs, reconciliation
- **Quality Control:** Field verification, source comparison, print review
- **Data Security:** Confidential records, secure files, clean desk checks
- **Office Administration:** Clerical workflows, priority queues, status trackers
- **Typing Standards:** Five minute tests, gross words, net words per minute
- **Public Records Rules:** Birth records, death records, marriage records

SKILLS

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|----------------------------|----------------------------|---------------------------|-------------------------|
| • Vital records processing | • Document recreation | • Data security | • High volume inquiries |
| • Application review | • Microfilm retrieval | • Paper inventory | • Database search |
| • Record verification | • Imaging software | • Quality control | • Typing proficiency |
| • Microsoft Word | • Confidential information | • Clerical prioritization | |

EXPERIENCE

Vital Records Processing Student
Capstone Project

January 2026 - May 2026
Cedar Rapids, IA

Completed a supervised capstone simulation covering request intake, eligibility review, record search, certified copy preparation, image processing, inventory control, and confidentiality procedures.

- Built an **issuance** workflow for 180 simulated birth, death, and marriage requests using **eligibility** checks.
- Indexed mock vital event records, comparing names, dates, event types, and identifiers before selection.
- Prepared certified copy simulations on controlled paper with checkout logs and reconciliation checks.
- Retyped historical details into **Microsoft Word templates**, then verified fields against source images.
- Cropped and enhanced scanned records with **imaging software** for clear, accurate printed copies.
- Presented exception logs, quality checks, and **confidentiality** controls during faculty workflow review.

Records Imaging and Microfilm Lab Student
Student Lab

September 2025 - December 2025
Cedar Rapids, IA

Performed supervised records imaging and clerical exercises using microfilm equipment, digital images, Word recreations, controlled materials logs, and secure file procedures.

- Retrieved historical entries with **microfilm equipment**, validating images against assigned request details.
- Processed document images with cropping and enhancement tools, checking printed output for readability.
- Created Word document recreations from source images, using comparison checks before submission.

- Maintained numbered practice form logs, recording issue, use, return, and exception details.
- Triaged simulated inquiries beside clerical assignments, prioritizing deadlines and maintaining status notes.
- Completed clean desk and secure file checks after handling mock personal records.

Public Service Records Workflow Student

January 2025 - May 2025

University Project

Cedar Rapids, IA

Developed a supervised classroom workflow for public service records intake, database entry, inquiry response, priority management, quality review, and procedural documentation.

- Designed a simulated workflow from request intake through final **quality control** review.
- Practiced respectful inquiry responses for diverse mock customers while protecting confidential case details.
- Entered sample forms into a records database, checking names, dates, identifiers, and required fields.
- Completed five minute typing tests and documented 47 net words per minute with test details.
- Balanced inquiry exercises and document deadlines through a shared priority queue and status tracker.
- Documented exception handling and handoff standards in an operations guide for team use.

PROJECTS

Historical Record Image Preparation 📅 2025

Prepared simulated historical records through image retrieval, cropping, enhancement, source comparison, and print quality review for clear document reproduction.

Controlled Copy Inventory Workflow 📅 2026

Created a practice tracking process for certified copy paper, recording issue, use, return, reconciliation, and exceptions.

LEADERSHIP & AWARDS

- Dean's List recognition, 2025, for strong academic performance in administrative office studies.
- Administrative Excellence Student Recognition, 2026, for dependable clerical preparation and office application skills.
- Peer Tutor, Office Applications Study Group, 2025 to 2026, supporting classmates with Microsoft Office practice.

CERTIFICATIONS

- Microsoft Office Specialist: Word Associate 📅 2026
- Typing Proficiency Verification: 47 Net WPM 📅 2026

PROFESSIONAL AFFILIATIONS

- Volunteer Records Assistant, Campus Community Resource Fair, 2026.
- Office Applications Study Group, Peer Tutor, 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