

Kylie Yang

Workforce Development Program Assistant

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STRENGTHS

- 👥 **Participant follow through**
Followed up on missing documents with clear reminders. Participants received practical next steps, and staff gained cleaner files.
- 📁 **Accurate recordkeeping**
Checked spreadsheet entries against source documents before filing. That extra review gave program staff confidence in records.
- 📅 **Calendar coordination**
Managed appointments, orientations, and assessments across shared calendars. A clear schedule kept busy service days moving.
- 🗣️ **Front desk service**
Answered questions with patience and routed inquiries carefully. People often left reception knowing who would help next.
- 📦 **Event preparation**
Prepared packets and registration materials for workshops and fairs. Small details made participant and employer check in smoother.

SKILLS

WIOA Support
Administrative Support
Participant Services
Customer Service
Appointment Scheduling
Confidential Records
Electronic Recordkeeping
Database Entry Microsoft Word
Microsoft Excel
Email Communication

SUMMARY

Administrative support professional with three years of experience across workforce services and community programs, supporting **job seekers**, participant scheduling, records, front desk operations, and grant documentation. Maintains accurate electronic and paper files, reviews documentation, coordinates appointments and orientations, and communicates respectfully with people from varied backgrounds. Experienced with WIOA related service environments, Microsoft Word, Microsoft Excel, email, databases, spreadsheets, and **electronic recordkeeping systems**. Trusted with confidential participant information and consistent follow through across competing deadlines. Prepares applications, forms, letters, scans, uploads, **orientation packets**, and workshop materials. Supports career coaches, employers, **community partners**, recruitment events, and career fairs through organized service and dependable communication. Brings practical judgment, careful data entry, and steady customer service that support strong participant experiences and compliant program operations.

EXPERIENCE

Program Support Assistant, Workforce Services

Fox Valley Workforce Collaborative 📅 April 2025 - Present 📍 Aurora, Illinois

Coordinate **administrative support** for career coaches and job seekers in grant funded employment programs. Manage participant records, calendars, documentation follow up, materials, front desk service, and event logistics while protecting confidential information and supporting accurate program delivery.

- Maintained WIOA participant records across spreadsheets and electronic case files, improving source document accuracy.
- Reviewed enrollment files for **missing documentation**, then contacted participants by phone, email, and text.
- Prepared orientation packets, applications, letters, copies, scans, uploads, and workshop materials for intake sessions.
- Scheduled assessments, orientations, and **follow up meetings** through shared calendars and **appointment schedules**.
- Supported career fairs with registration materials, employer information, participant communications, and organized **shared files**.
- Answered front desk and telephone inquiries, captured accurate messages, and routed questions to career coaches.
- Coordinated recruitment events with **program staff**, employers, and community partners while protecting confidential data.

Administrative Services Assistant, Community Programs

Community Access Resource Center 📅 October 2023 - March 2025 📍 Elgin, Illinois

Supported a community services office serving residents seeking employment and social service referrals. Combined reception, appointment coordination, client records, grant documentation, correspondence, supply tracking, and outreach follow up to keep participant services organized and accessible.

- Organized electronic and paper client records, then scanned and uploaded forms for grant documentation.
- Tracked appointment status, document receipt, and outreach needs in **Microsoft Excel** for dependable staff follow up.
- Drafted participant correspondence and formatted **Microsoft Word** forms for clear, complete service communication.
- Contacted clients by **phone** and **email** with reminders, documenting outcomes for program staff action.
- Managed reception, answered **general questions**, and coordinated **appointments** for residents seeking employment referrals.

Document Management

Workshop Support

Career Fair Support

Time Management

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Program Support Assistant, Workforce Services at Fox Valley Workforce Collaborative (1.5 Years)

● Administrative Services Assistant, Community Programs at Community Access Resource Center (1.4 Years)

- Maintained shared calendars, office supplies, and event materials while handling requests from multiple staff.
- Balanced independent clerical assignments with collaborative service support during busy office periods.

PROJECTS

Participant Records Improvement 📅 2025

Reviewed electronic and paper participant records, identified missing documentation, and organized follow up materials for grant supported workforce services.

Career Readiness Workshop Support 📅 2024

Prepared forms, packets, correspondence, and attendance materials for community workshops serving residents pursuing employment and social service referrals.

LEADERSHIP & AWARDS

- Recognized by program staff for dependable participant follow up and accurate documentation practices.
- Commended for courteous front desk service and calm coordination during busy appointment periods.
- Trusted with confidential records, event materials, and competing administrative requests across community programs.

EDUCATION

High School Diploma

West Aurora High School 🎓 GPA: 4.0 📅 2023 📍 Aurora, Illinois

Coursework: English, mathematics, computer applications, business communication

CERTIFICATIONS

- Microsoft Office Fundamentals 📅 2024
- Customer Service Fundamentals 📅 2024

TECHNICAL SKILLS

- **Office Applications:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Recordkeeping Systems:** Electronic records, paper files, shared files
- **Database Operations:** Participant databases, case records, data entry
- **Communication Tools:** Email, telephone, text messaging
- **Scheduling Systems:** Shared calendars, appointment schedules, reminders
- **Document Processing:** Scanning, copying, uploading, form preparation
- **Workforce Services:** WIOA services, career coaching, job seeker support
- **Grant Administration:** Grant documentation, recordkeeping procedures, file review
- **Customer Service:** Front desk service, telephone service, inquiry routing
- **Event Support:** Workshops, orientations, career fairs, recruitment activities

PROFESSIONAL AFFILIATIONS

- Workforce services professional supporting job seekers, career coaches, employers, and community partners.
- Community programs contributor focused on accessible service, organized records, and respectful participant communication.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST