

Millie Chang

Administrative Assistant II

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STRENGTHS

- 📅 **Calendar Coordination**
Managed competing meetings, appointments, travel details, and deadlines. Colleagues relied on accurate updates when plans shifted.
- 📁 **Records Accuracy**
Caught routine discrepancies in Banner records and electronic files. A careful review often prevented extra work later.
- 💰 **Financial Support**
Checked purchases, billing, coding, and account activity in Excel. Small checks helped keep approval work moving.
- 👥 **Student Service**
Supported students, visitors, faculty, and staff with courtesy. People returned for clear answers and steady follow through.
- 📅 **Event Planning**
Coordinated rooms, supplies, vendors, communications, and accessibility details. Events ran more smoothly with practical preparation.

SKILLS

Calendar management
Appointment scheduling
Meeting coordination
Travel coordination Proofreading
Records management
Time auditing Budget support
Basic accounting Purchasing
Billing Event planning
Data analysis Customer service
Student services

SUMMARY

Administrative support professional with four years of experience in **higher education** offices, coordinating calendars, appointments, meetings, travel, records, correspondence, events, purchasing, billing, employment documentation, and student services. Supports faculty, staff, students, graduate assistants, and **student employees** with accurate information, courteous service, and sound judgment. Maintains Banner records, databases, **electronic files**, time submissions, Excel trackers, and departmental account details. Prepares and proofreads reports, letters, agendas, and communications, checking names, dates, attachments, and formatting before distribution. Uses basic accounting checks to review purchases, invoices, coding, and account activity. Brings an associate degree in business administration, Microsoft Office expertise, strong organization, and practical experience managing competing priorities in diverse campus communities. Prepared to contribute dependable administrative coordination and thoughtful service in an **academic department**.

EXPERIENCE

Administrative Coordinator

Lakeview College 📅 July 2024 - Present 📍 Bloomington, IN

Coordinates academic office operations for faculty, staff, students, and student employees. Supports calendars, Banner records, payroll documentation, purchasing, account monitoring, events, and front desk service while guiding student office workers through daily procedures.

- Coordinated academic **calendars**, meetings, **travel** details, and deadlines for a unit serving 450 students.
- Reconciled Banner records and **databases**, resolving routine discrepancies before administrative review and reporting.
- Audited student and part time employee time submissions, maintaining complete payroll support documentation.
- Tracked purchases and account activity in Excel, identifying **billing** and coding inconsistencies for correction.
- Planned faculty **meetings** and student events, coordinating rooms, **supplies**, communications, and service requests.
- Guided student office workers on document handling, front desk coverage, procedures, and service expectations.

Administrative Assistant

Prairie State Community College 📅 September 2022 - June 2024 📍 Terre Haute, IN

Supported a community college office through scheduling, **correspondence**, records management, purchasing, billing, reporting, event coordination, and student service. Built practical administrative systems that improved retrieval, follow through, and visibility across recurring office work.

- Scheduled **appointments** and **meetings**, prepared travel documents, and supported responsive student and visitor service.
- Proofread letters, **reports**, agendas, and communications, checking names, dates, attachments, and formatting.
- Organized paper and electronic records with consistent naming and retention practices for authorized retrieval.
- Entered **purchasing** requests, supply orders, service invoices, and billing details for approval routing.
- Built Excel trackers and database reports covering requests, attendance, supply use, and recurring deadlines.
- Coordinated student information sessions, managing reservations, materials, vendors, accessibility details, and follow up.

LANGUAGES

English	Native
Mandarin Chinese	Proficient

MY CAREER



- Administrative Coordinator at Lakeview College (2.2 Years)
- Administrative Assistant at Prairie State Community College (1.8 Years)

PROJECTS

- Academic Event Records Project** 📅 2024
Created a structured tracking approach for academic meetings and student events, combining attendance details, supply needs, reservations, communications, and follow up in accessible administrative records.
- Department Account Review Project** 📅 2023
Organized purchasing and billing information into an Excel review process, helping identify missing support, coding concerns, recurring requests, and account follow up needs.

LEADERSHIP & AWARDS

- Recognized by academic office colleagues for dependable coordination of student events, meetings, and deadline sensitive requests.
- Trusted to guide student office workers through document handling, front desk coverage, and courteous service procedures.
- Selected for progressive administrative responsibility after building reliable records, purchasing trackers, and reporting routines.

EDUCATION

Associate of Applied Science in Business Administration
Ivy Tech Community College 🎓 GPA: 3.5 📅 2022 📍 Bloomington, IN
***Coursework:** Business communication, accounting fundamentals, spreadsheet applications, office administration*

CERTIFICATIONS

- Microsoft Office Specialist: Excel Associate 📅 2025
- Banner ERP Administrative Training 📅 2025

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Excel, Microsoft Word, Microsoft Outlook
- **Higher Education ERP:** Banner, student records, employee records
- **Database Administration:** Administrative databases, database reports, data reconciliation
- **Records Management:** Electronic filing, paper records, retention practices
- **Calendar Systems:** Calendars, appointments, meeting scheduling
- **Financial Administration:** Budget monitoring, basic accounting, account review
- **Purchasing Systems:** Purchase requests, supply orders, service invoices
- **Payroll Administration:** Time records, payroll documentation, employee submissions
- **Document Production:** Correspondence, reports, proofreading
- **Event Administration:** Room reservations, vendor coordination, event materials
- **Data Reporting:** Excel trackers, attendance reports, administrative data
- **Customer Service:** Student service, visitor service, front desk support

PROFESSIONAL AFFILIATIONS

- Higher education administrative support communities, with focus on student service and academic office operations.
- Microsoft Office user community, applying Excel and document preparation skills in daily departmental administration.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST