

Millie Chang

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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

July 2024 - Present

Lakeview College

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

September 2022 - June 2024

Prairie State Community College

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.

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

2022

Ivy Tech Community College GPA: 3.5

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

SKILLS

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

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.

LANGUAGES

- English (Native)
- Mandarin Chinese (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST