

Winter Lyons

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SUMMARY

Administrative clerk with three years of experience supporting educational and community service offices through accurate clerical work, public contact, records maintenance, scheduling, document preparation, and office coordination. Manages calendars, appointments, meeting spaces, agendas, correspondence, applications, reports, logs, files, inventories, and routine data entry with steady attention during frequent interruptions. Reviews source documents, researches discrepancies, corrects incomplete records, and follows established procedures when information requires clarification or supervisory review. Communicates respectfully with students, staff, faculty, families, and community members while providing clear **program information** and routing requests appropriately. Experienced with **standard office applications**, **front office** service, supply ordering, meeting support, proofreading, and electronic records. Brings adaptable judgment, active listening, strong **writing mechanics**, and customer focused service that support dependable daily administration.

EXPERIENCE

Administrative Clerk, Student Services
Canyon Crest Education Center

March 2025 - Present
Riverside, California

- Provide front office and **clerical support** for student services, coordinating schedules, records, documents, meetings, supplies, data, and public inquiries under established procedures.
- Answered telephone and in person inquiries, then routed specialized requests to appropriate student services staff.
 - Maintained **calendars**, scheduled appointments, reserved meeting spaces, and prepared agendas for recurring service **meetings**.
 - Reviewed **applications** and reports against source documents, corrected discrepancies, and updated electronic files before deadlines.
 - Drafted and proofread **correspondence**, memoranda, forms, and meeting notes using **standard office applications**.
 - Tracked supply inventory, prepared ordering information, received deliveries, and maintained records supporting purchase requests.
 - Entered and extracted program data for routine reports, following SOPs and escalating ambiguous records for review.

Office Services Assistant, Community Programs
Inland Community Learning Center

September 2023 - February 2025
Corona, California

- Supported a busy public facing learning center by balancing reception, records processing, document preparation, correspondence routing, scheduling, and changing service priorities.
- Supported reception coverage while processing documents and **records** for adult learners and community visitors.
 - Answered calls, recorded messages, explained routine program information, and connected visitors with appropriate **staff**.
 - Organized electronic and paper **files**, monitored **logs** for missing entries, and corrected verified inconsistencies.
 - Prepared correspondence, **agendas**, sign in materials, and program packets with consistent proofreading standards.
 - Sorted and distributed **incoming correspondence** and program materials across several administrative functions.
 - Coordinated appointment calendars and room reservations while adapting schedules around competing service needs.

Part Time Clerical Assistant, Community Education
Riverside Youth Enrichment Office

September 2022 - August 2023
Riverside, California

- Supported supervised clerical operations for community education programs, building practical experience with records, customer service, **office applications**, supplies, and meeting preparation.
- Entered participant information from registration **forms**, checked source documents, and flagged incomplete records.
 - Maintained program files and supply inventories, keeping frequently used forms organized for daily staff access.
 - Prepared letters, labels, attendance sheets, and program materials using word processing and spreadsheet **applications**.
 - Assisted visitors by providing approved **program information**, **taking messages**, and directing complex questions.
 - Assembled meeting **agendas** and materials, organized rooms, and distributed follow up documents to staff.
 - Followed established guidance when handling routine requests and referred non routine matters to supervisors.

PROJECTS

Student Services Records Review 📅 2025

Reviewed sample applications and electronic records for completeness, clarified conflicting information through source checks, and organized corrections for timely staff processing.

Community Program Meeting Support 📅 2024

Prepared agendas, room arrangements, sign in materials, and follow up documents for recurring learning center meetings and participant services.

LEADERSHIP & AWARDS

- Recognized by student services staff for dependable front office support during changing daily assignments.

- Selected by supervisors for careful records review and clear handling of public inquiries.
- Provided informal guidance to newer clerical staff on filing, routing, and standard office procedures.

EDUCATION

High School Diploma

Riverside Polytechnic High School GPA: 4.0

2022

Riverside, California

Coursework: English composition, computer applications, mathematics, office procedures

CERTIFICATIONS

- Microsoft Office Fundamentals 2024
- Business Writing Essentials 2023

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft Outlook
- **Calendar Systems:** Appointments, Room Reservations, Meeting Calendars
- **Records Systems:** Electronic Files, Paper Files, Records Logs
- **Document Production:** Correspondence, Memoranda, Forms
- **Meeting Administration:** Agendas, Minutes, Meeting Materials
- **Data Processing:** Data Entry, Data Extraction, Routine Reports
- **Office Communications:** Telephone Systems, Email, Message Routing
- **Inventory Administration:** Supply Logs, Requisitions, Purchase Requests
- **Quality Review:** Proofreading, Completeness Checks, Source Verification
- **Procedure Compliance:** SOPs, Step By Step Guides, Escalation Procedures
- **Customer Service:** Front Desk Service, Program Information, Public Contact

SKILLS

- Calendar Management
 - Data Entry
 - Records Management
 - Customer Service
- Public Contact
 - Active Listening
 - Critical Thinking
 - Proofreading
- Meeting Coordination
 - Document Preparation
 - Office Applications
 - Inventory Tracking
- SOP Compliance
 - Written Communication
 - Administrative Support

PROFESSIONAL AFFILIATIONS

- Community education office support, serving learners, families, staff, and public visitors with respectful communication.
- Student services administration, supporting accurate records, accessible information, and dependable daily coordination.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST