



Jolene Schultz

Administrative Specialist

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SUMMARY

Administrative specialist with five years of progressively responsible experience supporting **public administration, program implementation**, project coordination, budgeting, research, and analytical work. More than two years of focused administrative experience includes leadership support, operational planning, confidential records, regulatory research, and cross functional coordination in public service settings. Reads statutes, **administrative rules**, legislative materials, and procedural guidance, then turns findings into clear briefings, organized action items, and dependable management support. Manages competing priorities with sound judgment, discretion, accuracy, and steady follow through. Daily work includes word processing, spreadsheet, and **database applications** for tracking, reconciliation, documentation, and reporting. Experience across utility, transportation, and consumer focused programs supports thoughtful service to leaders, colleagues, agency partners, and diverse public stakeholders.

EXPERIENCE

Administrative and Program Specialist

Island Public Services Office 📅 January 2024 Present 📍 Honolulu, Hawaii

Coordinate daily administrative operations for a public service office handling regulated utility and transportation matters. Support senior staff through project planning, budget preparation, regulatory research, confidential records management, scheduling, and timely resolution of operational issues.

- Coordinated executive priorities, project schedules, budget materials, and regulatory support for utility and transportation matters.
- Managed program workstreams through completion, maintaining task records, decisions, and follow up items for leadership review.
- Researched **statutes, administrative rules**, legislative materials, and agency records for concise management and regulatory analyses.
- Reconciled source information within spreadsheet and database reports before submitting budget materials for leadership review.
- Protected confidential correspondence, personnel materials, and management requests through careful routing and disciplined records handling.
- Resolved scheduling and documentation conflicts independently, presenting practical options before deadlines were affected.

Program Administration Analyst

Pacific Regulatory Programs Council 📅 August 2022 December 2023 📍 Pearl City, Hawaii

Supported consumer focused regulatory initiatives through project administration, research, budget coordination, records management, and professional communication. Worked with managers across concurrent priorities, preserving accuracy and confidentiality as plans, requirements, and deadlines shifted.

- Maintained project plans, implementation records, and analytical materials for managers overseeing consumer regulatory initiatives.
- Analyzed statutes, rules, legislative documents, and public records to clarify procedural requirements for program staff.
- Consolidated budget submissions, checked supporting documentation, and tracked revisions through management approval.
- Built spreadsheet and database trackers for milestones, correspondence, research requests, deadlines, and unresolved actions.
- Prepared clear written communications for internal and external audiences, recording instructions, decisions, and follow up.
- Reprioritized concurrent assignments with limited supervision while preserving accuracy, **confidentiality**, and responsive service.

STRENGTHS

- 🔍 **Regulatory research**
Statutes and administrative rules became usable guidance through concise summaries and careful source review.
- 👥 **Executive support**
Leadership requests stayed organized through practical tracking, clear follow up, and discreet handling of sensitive material.
- ☰ **Priority management**
When deadlines collided, work was reordered calmly and managers received timely options before issues grew.
- ♥️ **Budget coordination**
Source records were checked before submission, giving budget discussions cleaner documentation and more reliable figures.
- 💡 **Independent judgment**
Routine issues were resolved without constant direction, while policy questions were raised with useful context.

SKILLS

Public Administration

Program Implementation

Program Administration

Project Management

Administrative Operations

Budget Process

Legislative Process

[Statutory Research](#)

[Administrative Rules](#)

[Research and Analysis](#)

[Consumer Advocacy](#)

[Utility Regulation](#) [Confidentiality](#)

[Decision Making](#)

[Problem Resolution](#)

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

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MONTHS

Administrative Analyst

Oahu Community Administration Network 📅 September 2021 July 2022 📍 Aiea, Hawaii

Provided analytical and administrative support for community service programs, helping managers organize information, implement procedures, prepare meetings, and resolve routine issues. Built dependable working relationships through clear communication, careful documentation, and consistent follow through.

- Gathered information from multiple sources and organized findings for community program management decisions.
- Maintained program records and project documentation using **word processing**, spreadsheet, and **database applications**.
- Mapped administrative procedures, tracked completion, and raised inconsistencies for supervisor review during implementation.
- Prepared meeting materials, written instructions, and status summaries for active program initiatives.
- Reviewed incoming requests, identified missing information, and resolved routine administrative issues independently.
- Built trusted relationships with staff and community partners through clear communication and dependable follow through.

PROJECTS

Regulatory Records Coordination 📅 2024

Quiet improvements often carry public value. Organized regulatory records, task tracking, and leadership follow up across utility and transportation matters, giving managers a clearer view of commitments and pending decisions.

Consumer Program Research Framework 📅 2023

Good administration makes important information easier to use. Structured research from statutes, rules, legislative documents, and public records into concise summaries supporting consumer program decisions.

LEADERSHIP & AWARDS

- Recognized by senior staff for dependable coordination of confidential administrative priorities.
- Selected for expanded responsibility supporting regulatory research, budgeting, and program implementation.
- Commended for clear documentation and calm handling of competing operational deadlines.

EDUCATION

Bachelor of Arts in Public Administration

Hawaii Pacific College 🎓 GPA: 4.0 📅 2021 📍 Honolulu, Hawaii

Coursework: Public budgeting, administrative law, program management, research methods

CERTIFICATIONS

- Public Administration Professional Development 📅 2024
- Project Management Foundations 📅 2023

TECHNICAL SKILLS

- **Office Applications:** Microsoft Word, Microsoft Excel, Microsoft Access
- **Spreadsheet Analysis:** Formulas, pivot tables, reconciliation
- **Database Management:** Record tracking, queries, data validation
- **Project Management:** Task plans, milestone tracking, action logs
- **Program Administration:** Implementation records, procedures, status reporting
- **Regulatory Research:** Statutes, administrative rules, agency records
- **Legislative Processes:** Legislative materials, bill research, public records
- **Budget Administration:** Budget submissions, expenditure tracking, source reconciliation
- **Records Management:** Confidential files, correspondence, decision documentation
- **Professional Communication:** Written instructions, briefings, stakeholder correspondence

- **Public Administration:** Operational oversight, management support, public programs

PROFESSIONAL AFFILIATIONS

- Public administration peer network participant, sharing practical approaches to program coordination and records management.
- Consumer services working group contributor, supporting constructive collaboration across regulatory and community stakeholders.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST