

# Malachi Randall

## Office Services Specialist, Regional Office Support

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📍 Fresno, CA 93720

### STRENGTHS

#### 📁 Records accuracy

When staff needed a file quickly, consistent naming and retention practices made retrieval easier and supported confident decisions.

#### 👥 Customer service

Public and internal requests received clear explanations, careful routing, and documented follow up, even during busy counter periods.

#### ✅ Data checking

Spreadsheet totals and source records were reviewed together, catching missing entries before summaries reached administrative reviewers.

#### 🔗 Office coordination

Several workgroups relied on orderly correspondence, logs, and service requests, keeping daily support connected across changing priorities.

#### ⚡ Adaptable support

Coverage shifted between reception, records, documents, and computer tasks, with dependable service maintained throughout each day.

### SKILLS

Clerical Administration

Customer Service   Record Keeping

Inventory Maintenance

Data Compilation   Basic Statistics

Transcription   Microsoft Word

WordPerfect   Word Processing

Office Procedures   Filing Systems

Grammar and Punctuation

General Computer Use

Basic Mathematics

### SUMMARY

Office Services Specialist with four years supporting clerical operations, **customer service**, records administration, data compilation, **inventory maintenance**, transcription, and general computer workflows. Maintains accurate files, prepares clear correspondence, checks source data, and responds respectfully to public and internal requests. Regularly uses Microsoft Word, WordPerfect, spreadsheets, **office equipment**, and routine mathematics across busy administrative settings. Experience includes support for multiple workgroups and assigned offices, with travel between locations when coverage or records assistance is needed. Valid **California Driver's License** supports regional service needs. Careful grammar, punctuation, filing, and follow up keep information accessible and daily operations steady. Ready to contribute dependable office support, practical judgment, and responsive service across Redwood Basin Public Services regional offices.

### EXPERIENCE

#### Office Services Specialist

Sierra Grove Administrative Services 📅 October 2024 - Present 📍 Fresno, CA

Supports several administrative workgroups through clerical coordination, records administration, customer service, **data compilation**, inventory tracking, document preparation, and regional office coverage. Maintains dependable information flow while adapting quickly when priorities shift.

- Organized correspondence, service requests, and records for several workgroups, improving retrieval during administrative reviews.
- Compiled spreadsheet data and basic statistical summaries, checking source totals before submission for management review.
- Reconciled office supply and equipment counts, giving shared work areas clearer replenishment information.
- Prepared letters, forms, tables, and procedures in **Microsoft Word** and WordPerfect, correcting grammar and **punctuation**.
- Resolved public requests by locating **records**, routing inquiries, and documenting follow up within office procedures.
- Traveled among assigned offices for coverage, applying consistent **filing** and **customer service** practices.

#### Administrative Services Clerk

Central Valley Office Cooperative 📅 September 2022 - September 2024 📍 Clovis, CA

Delivered front desk, records, **transcription**, inventory, correspondence, data entry, and general **computer** support across changing administrative priorities. Kept paper and electronic information orderly so staff could access reliable records and routine service information.

- Maintained paper and electronic filing systems, supporting reliable retrieval through consistent naming and retention practices.
- Prepared correspondence, meeting materials, transcriptions, and data updates using **word processing** and general office software.
- Answered public and internal inquiries by telephone and counter, routing requests and explaining routine processes.
- Updated supply and equipment inventories, matching received items with requests before storage or distribution.
- Compiled source information into recurring logs, using **basic mathematics** to identify missing or inconsistent entries.
- Balanced reception, **records**, document preparation, and computer tasks while maintaining accurate daily service.

### PROJECTS

Regional Records Support 📅 2025

LANGUAGES

|         |          |
|---------|----------|
| English | Native   |
| Spanish | Beginner |

MY CAREER



- Office Services Specialist at Sierra Grove Administrative Services (1.9 Years)
- Administrative Services Clerk at Central Valley Office Cooperative (2 Years)

Created a consistent records support approach for multiple administrative workgroups, connecting filing, service requests, document control, and follow up so staff could locate information with less interruption.

Office Inventory Review 📅 2024

Built a practical inventory review process using spreadsheets, source checks, and replenishment notes, giving shared office areas clearer visibility into supplies and equipment.

LEADERSHIP & AWARDS

- Recognized by administrative peers for dependable records support and steady service during changing office priorities.
- Commended for clear correspondence, accurate data checks, and respectful responses to public and internal requests.

EDUCATION

High School Diploma

Clovis High School 🎓 GPA: 0 📅 2022 📍 Clovis, CA

**Coursework:** English grammar, business mathematics, computer applications, office procedures

CERTIFICATIONS

- Valid California Driver's License 📅 2022
- High School Diploma 📅 2022

TECHNICAL SKILLS

- **Word Processing:** Microsoft Word, WordPerfect, document formatting
- **Spreadsheet Tools:** Microsoft Excel, data logs, total checks
- **Records Management:** paper files, electronic files, retention practices
- **Office Procedures:** filing, correspondence, document control
- **Customer Service:** counter service, telephone support, request routing
- **Data Compilation:** source records, recurring logs, statistical summaries
- **Inventory Control:** supply counts, equipment logs, replenishment records
- **Transcription:** meeting materials, routine transcription, document updates
- **Office Equipment:** printers, copiers, scanners
- **Mathematics:** basic mathematics, reconciliation, arithmetic checks
- **Language Skills:** English grammar, punctuation, written communication

PROFESSIONAL AFFILIATIONS

- Administrative support contributor serving Fresno and Clovis office communities.
- Regional office coverage participant with commitment to accessible, courteous public service.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST