

Anna Gibson

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SUMMARY

Early career **public records** professional with supervised experience examining property related, legal, and **financial documents** for completeness, indexing accuracy, procedural compliance, and timely processing. Academic and service center work includes **high volume** intake, public records research, State code review, legal terminology, fee calculation, payment collection, change handling, and automated cashiering workflows. Applied **procedure manuals** and filing guidance during deed, lien, release, and records exercises, then documented findings clearly for review. Customer facing work strengthened professional communication, discretion, problem solving, independent judgment, and teamwork. Research assignments developed careful comparison of statutes, official records, and filing requirements. Experience with quality checks, transaction balancing, deadline control, and escalation of unusual submissions supports accurate recordation decisions and dependable public service.

EDUCATION

Bachelor of Arts in Public Administration

2026

California State University, San Bernardino GPA: 3.8

San Bernardino, CA

Coursework: Public records administration, legal research, public finance, administrative law

TECHNICAL SKILLS

- **Records Processing:** Document examination, document intake, records indexing
- **Property Records:** Deeds, liens, releases
- **Legal Research:** Legal terminology, State codes, statutory comparison
- **Recordation Standards:** Filing requirements, official records, procedure manuals
- **Cashiering Systems:** Automated cashiering, payment handling, change handling
- **Fee Administration:** Recording fees, fee calculation, transaction balancing
- **Records Retrieval:** Electronic indexing, source verification, file retrieval
- **Customer Service:** Customer inquiries, filing explanations, stakeholder communication
- **Quality Control:** Completeness checks, accuracy review, escalation notes
- **Office Applications:** Electronic records, data entry, document tracking

SKILLS

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|---------------------------|--------------------------------|-----------------------|------------------------------|
| • Document examination | • State code research | • Fee calculation | • Problem solving |
| • Public records | • Legal terminology | • Customer service | • Independent judgment |
| • Real property documents | • Cashiering | • Filing requirements | • Professional communication |
| • Indexing | • Automated cashiering systems | • Official records | |

EXPERIENCE

Public Records Examination Project Trainee

January 2026 to September 2026

University Project

Riverside, CA

Completed supervised examination exercises involving deeds, liens, releases, indexing, **State code research**, fees, cashiering, and stakeholder communication. Practiced consistent decisions under procedure manuals while documenting unusual submissions and meeting simulated deadlines.

- Reviewed deed and lien exercises against filing guidance, improving consistency during simulated intake sessions
- Indexed releases and property documents with controlled fields, making retrieval easier during quality review
- Compared unusual submissions with **State codes**, then recorded clear escalation notes for supervisor review
- Calculated **recording fees** and simulated change handling through automated **cashiering** workflows with accurate transaction records
- Explained filing requirements during role play, helping stakeholders correct incomplete submissions before resubmission
- Completed deadline based examination cycles, building dependable habits for **high volume public records** processing

Legal Records Research Assistant

September 2025 to May 2026

University Research Lab

Riverside, CA

Supported supervised research into property records, legal terminology, statutory requirements, and official record retrieval. Organized findings for faculty review and practiced independent analysis, careful source comparison, and professional **written communication**.

- Researched **public** property records through structured retrieval exercises, producing organized findings for faculty review
- Compared statutory language with filing scenarios, clarifying how State codes affected document **acceptability**
- Classified legal records using controlled categories, improving search accuracy across research files

- Verified source details against **official records**, catching inconsistencies before findings reached project reviewers
- Summarized **legal terminology** in plain language, helping peers discuss unusual document issues with confidence
- Managed research **deadlines** independently, maintaining clear notes and dependable handoffs across project stages

Records and Cashiering Assistant

October 2024 to August 2025

Student Service Center

Riverside, CA

Handled supervised form intake, electronic indexing, approved fee collection, transaction balancing, and customer inquiries in a busy student service environment. Supported accurate records processing through courteous communication, quality checks, and dependable adherence to established procedures.

- Processed **high volume** forms through intake and electronic **indexing**, keeping records complete and searchable
- Collected approved fees through **automated cashiering systems**, balancing transactions before daily close
- Calculated charges from service schedules, then explained amounts and payment steps to customers
- Resolved incomplete submissions through courteous questions, reducing avoidable rework during service center intake
- Protected sensitive records through **discretion**, controlled handling, and consistent verification of customer information
- Coordinated with peers during peak periods, sustaining accurate service under changing daily priorities

PROJECTS

Public Records Examination Project 📅 2026

Created a supervised practice file covering deeds, liens, releases, indexing, State code research, recording fees, and cashiering. Personal focus stayed on clear decisions, complete notes, and respectful explanations for unusual submissions.

Legal Records Research Study 📅 2026

Compared property record examples with statutory guidance and official record terminology. Findings emphasized reliable retrieval, plain language summaries, and careful escalation when source details required review.

LEADERSHIP & AWARDS

- Dean's List recognition for academic achievement, 2025 and 2026
- Public Administration Student Research Recognition, 2026
- Peer Mentor, Public Administration Student Network, 2025 to 2026

CERTIFICATIONS

- Public Records Fundamentals 📅 2026
- Customer Service Foundations 📅 2025

PROFESSIONAL AFFILIATIONS

- Public Administration Student Network, peer mentor, 2025 to 2026
- Campus Service Day, volunteer records organizer, 2025

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST