

OBJECTIVE

Graduate Assistant, Teaching

QUALIFICATIONS

- More than fifteen years of experience as administrative assistant, office manager, and training specialist/coordinator
- Analytical, proficient problem solver and solution developer
- Exceptional communication skills; written, verbal, listening, negotiation, and telephone
- Accomplished research and data collection skills
- Extensive Microsoft Office, Outlook, Project, and Access database use and advanced knowledge

EDUCATION

Master of Science in Applied Criminology, Expected graduation summer 2017
Texas A&M University-Commerce, Commerce, TX

Bachelor of Science in Political Science and Pre-Law/Paralegal Studies, Criminal Justice Minor, December 2014
Texas A&M University-Commerce, Commerce, TX

EXPERIENCE

Graduate Assistant, Texas A&M University Commerce, Commerce TX 2016-Present

- Updating Access Database to analyze retention and completion
- Compiling research information for various projects
- Revising and instructing online, competency based Introduction to Criminal Justice course

Office Administrator/Manager, Lucky Construction, Inc., DeSoto, TX, 2007-2009

- Prepared and revised commercial construction project and subcontractor contracts
- Ensured projects and subcontractors were compliant, meeting all local, state, and federal requirements and regulations
- Negotiated terms and conditions of subcontractor bids and equipment contracts
- Processed contract changes
- Managed project billing, budgets, and purchasing
- Monitored contracts and subcontractor performance,
- Maintained detailed and organized files

Operations Specialist/Training Coordinator, InfoVista, Addison, TX, 2006-2007

- Created and implemented training process
- Generated and maintained semi-annual training calendar and schedule
- Coordinated (via long distance Texas, Florida, Virginia, France, and Germany) instructors, materials, and locations for training
- Supported customers throughout the entire training process; registration, travel, class, billing
- Negotiated rates and contracts with domestic hotels for customers who attended training

Licensed Real Estate Agent, Better Homes & Garden Real Estate, Dallas, TX, 2005-2006

- Represented clients who were buying and/or selling real estate
- Located and made property recommendations based on client needs and requirements
- Conducted community analysis
- Researched property values
- Promoted and marketed properties
- Negotiated terms and conditions of property sales
- Prepared and revised contracts for the purchase and/or sale of residential properties
- Monitored financing and closing progress
- Supported clients throughout the entire closing process

Training Specialist, Intecom, Inc., Frisco, TX, 2001-2005

- Created department operating procedures
- Managed office operations for team of +/- 12 technical training instructors and the Director of Technical Training.
- Automated and operated back office learning management system
- Billed, collected, and kept revenue accounting records for department
- Reduced office supply procurements
- Developed and provided Microsoft Office training for team members and other company staff

COMMUNITY INVOLVEMENT

- 2016 Hunt County, TX; Primary Election Clerk
- 2016 AC Williams Elementary School; Commerce, TX; contributing artist for the library make over
- 2015 Commerce Elementary School, Commerce, TX; contributing artist in the construction of the "ArboREADum"