

# ALYSSA RAZO

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## OBJECTIVE

To obtain a challenging position where I can apply the strengths, I have in supporting all levels of leadership in a complex, fast moving environment. These strengths include interacting with Senior Police and City Leadership, organizational duties, advanced knowledge of computer software and hardware, data acquisition, and analytical/critical thinking.

## PROFESSIONAL EXPERIENCE

### Administrative Assistant

**January 2022 – December 2022**

Tempe Police Department, Office of the Chief – Tempe AZ

- Review requests from police officers and civilians that come through the Office of the Chief. Respond to requests (dependent on type of request)
- Maintain the mail distribution list containing all Tempe Police Department employees. This is critical to ensure communications are distributed to the target audience
- Maintain filing of all Police employee's personnel and background files, both electronically and hard copy
- Purchasing of supplies for Police Administration Headquarters
- Handle all meeting logistics for direct line of support within Office of the Chief and supporting leadership. This is inclusive of scheduling air and hotel travel for out-of-town events
- Utilize multiple programs such as the Microsoft Office and Adobe Acrobat to perform daily responsibilities
- Assist with department-wide awards to employees
- Assist with recognition of retirement of officers
- Work with third-party vendors who supply necessary equipment and support for the department
- Interact with the various sub-stations and administrative staff to complete tasks

### Class Instructor/Facilitator

**February 2020 – March 2021**

Board and Brush - Queen Creek, AZ

- Instruct a DIY craft class
- Ensure customers understood instructional demo
- Ensure all assistants under my direction were on task
- Utilized Adobe illustrator to edit and print stencils
- Troubleshoot customers issues throughout duration of class
- Perform opening and closing duties of the business
- Addressed customers issues/concerns/complaints, and found solutions to help resolve them

## EDUCATION

**Bachelor of Science, Computer Information Systems**

**August 2020 – May 2024**

*W.P. Carey School of Business, Arizona State University*

*GPA: 3.33*

Awards: Dean's Award, New American University

Scholarship

## ADDITIONAL SKILLS

- Advanced knowledge of Microsoft Office, with a focus on Excel, Word, and PowerPoint
- Enhanced knowledge of coding languages such as JavaScript, Python and SQL
- Experienced with Adobe Acrobat, Adobe Illustrator
- Advanced computer hardware and software knowledge.
- Intermediate Information Security / Cybersecurity knowledge