

## **SHUMAILA AFSAR KHAN**

**Monmouth Junction, New Jersey 08852 | P: +1989-621-2662 | E: shumsark@gmail.com | [LinkedIn](#)**

### **SUMMARY**

Detail-oriented and process-driven administrative professional with experience in student services operations, data documentation, and cross-functional project coordination in higher education. Skilled in managing file records, checklist tracking, and system-based student processes with a strong emphasis on accuracy and timely execution. Proficient in Microsoft Excel, housing and student information portals, and collaborative tools such as Microsoft Teams and Smartsheet. Known for clear communication, independent problem-solving, and the ability to support system integration and operational efficiency across departments.

### **EDUCATION**

#### **Central Michigan University, Mount Pleasant, Michigan**

Graduated: Dec-2024

Master of Science in Administration – Project Management | CGPA: 4.0

#### **University of Karachi, Karachi, Pakistan**

Graduated: 2017

Bachelor of Dentistry | CGPA: 3.59

### **PROFESSIONAL EXPERIENCE**

#### **Student Assistant – Residence Halls Operations**

*Central Michigan University | Summer 2023 – Summer 2024*

- Coordinated day-to-day housing operations across 3 residence buildings and 18 halls, ensuring real-time updates to occupancy, room change logs, and student service records.
- Maintained and verified documentation related to room inspections, bed loft orders, and housing conditions using Excel and campus portals, helping reduce record discrepancies.
- Collaborated with campus housing software teams to troubleshoot system entry issues and clarify student housing data for accurate reporting.
- Supported checklist configuration and policy enforcement related to room readiness and key distribution at the start of each term.
- Ensured sensitive student data was handled with discretion while responding to housing inquiries and updates.

#### **Strategic Project Intern – Division of Student Affairs**

*Central Michigan University | May 2023 – Dec 2024*

- Participated in project coordination for student-facing systems, assisting with documentation tracking, process audits, and compliance support.
- Worked with multiple departments to collect, clean, and analyze student data using Microsoft Excel and Smartsheet for internal reporting and operational planning.
- Supported the alignment of housing and student data systems by contributing to file verification and checklist logic used across academic terms.
- Served as a point of contact for updates to process maps, term-based data corrections, and service indicator communications.
- Monitored internal spreadsheets to track project tasks, status updates, and collaboration between technical administrative teams.

#### **Graduate Assistant – Innovation and Online Learning**

*Central Michigan University | Aug 2024 – Dec 2024*

- Supported backend process documentation and internal testing for academic technology integration projects involving learning platforms and student databases.
- Developed visual reports using Tableau to present student usage trends and onboarding data to stakeholders across departments.

- Collaborated with UX and tech teams to implement term-based system adjustments aligned with academic and accessibility needs.
- Facilitated testing feedback loops between students and tech leads, ensuring better system reliability and rollout adoption.

### Dentist/ Project Coordinator

Al Moez Medical Center | Feb 2019 – Nov 2022

- Managed cross-departmental projects aimed at operational transformation, clinical workflow optimization, and technology enablement.
- Supported senior management by preparing project documentation, implementation roadmaps, and vendor engagement plans.
- Collected and analyzed utilization and performance data to monitor success metrics and inform ongoing service improvements.
- Facilitated team briefings, managed progress reports, and coordinated timelines to ensure timely delivery of infrastructure initiatives.
- Led a department-wide digital transformation initiative that improved patient flow and increased satisfaction scores by 30%.

## PROJECTS

### Housing Operations Process Improvement – Central Michigan University

- Standardized and documented procedures for room inspections, furniture audits, and move-in readiness across 3 residence buildings and 18 halls.
- Created tracking spreadsheets and occupancy logs using Excel to support term-based housing changes and reduce discrepancies in student records.
- Collaborated with housing staff and student assistants to streamline communication and data collection during peak housing operations.

### Student Services Data Coordination – Division of Student Affairs

- Assisted in collecting and organizing data across departments for reporting on student engagement, housing occupancy, resource use.
- Supported audit preparation by reviewing data accuracy and reconciling internal spreadsheets against physical logs and service indicators.
- Contributed to documentation and communication efforts for minor system updates and user feedback loops during student services projects.

## HONORS | AWARDS & CERTIFICATION

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| <ul style="list-style-type: none"> <li>• <b>Certified Project Management Professional (PMP)</b></li> <li>• Academic Distinctions (University of Karachi)</li> <li>• Best Capstone Project Winner</li> <li>• Google Data Analytics Professional Certificate</li> <li>• Google Project Management</li> </ul> | <div>Completion: July 2024</div> <div>Completion: March 2024</div> |
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## TECHNICAL SKILLS

- Systems & Tools: Microsoft Excel (intermediate), Tableau, Smartsheet, Jira, Microsoft Teams, CMS Platforms, Guardian Software, Google Workspace, Housing/Student Portals
- Data & Process: File Handling, Documentation Review, Checklist Configuration, Reconciliation Support, Service Indicator Updates
- Communication & Support: Cross-Team Collaboration, End-User Liaison, Documentation Creation, Policy Implementation
- Project Skills: Process Monitoring, Timeline Tracking, Stakeholder Coordination, Process Mapping Support