

Deanna Bailey

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OBJECTIVE: Obtain a position that will combine my experience in anthropology, administration support, and customer outreach.

SUMMARY OF QUALIFICATIONS

- Proficient in Windows, Mac, MS Office, PeopleSoft, Banner, 10-key, keyboard 60+ WPM.
- Prioritizing, organizing, and managing multiple tasks efficiently.
- Excellent customer service and communication skills.
- Consistently meets all deadlines and objectives.
- Acknowledges, encourages, and celebrates cultural diversity.

Skill Proficiencies

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|-----------------------|----------------------|--------------------------|
| • FERPA | • Account Management | • Administrative Support |
| • University Policies | • Student Services | • Admissions |

EDUCATION

Bachelor Degree in Anthropology

Humboldt State University, Arcata, CA – May 2012

Associate's Degree in Anthropology

Santiago Canyon College, Orange, CA - June 2010

PROFESSIONAL EXPERIENCE

Humboldt State University – College of eLearning & Extended Education

May 2012 – March 2013

Registration Specialist

Assisted students with questions; interpreted and explained university policies and procedures; researched and resolved any issues. Processed registrations and payments for courses, special programs and conferences/events using Peoplesoft/Banner. Prepared daily deposits; balanced department financial account; monitored incomplete payments. Created, maintained and updated courses and related spreadsheets for programs and conferences. Updated and maintained department intranet and office calendars. Provided general clerical support as needed.

Humboldt State University - Extended Education

June 2011 – May 2012

Assistant

Answered public inquiries regarding courses offered at Extended Education and the Osher Lifelong Learning Institute; explained campus policies and procedures to students and the public; implemented department intranet to enforce communication between staff members; confirmed student course and program registrations in PeopleSoft; sent email confirmations to students utilizing department email system; completed course evaluations generated in Excel; analyzed data and composed lists of contacts for course marketing.

Humboldt State University - Career Center

August 2010 – May 2011

Front Desk Representative

Collaborated with career advisors to answer questions to the public and referred individuals to appropriate services; assisted with student inquiries; answered and transferred incoming phone calls; set appointments; processed and received mail; posted incoming jobs on university's job search database; created and maintained campus documents utilizing Microsoft Office; maintained payment records; provided clerical support to staff; assisted the public with student based job skills list.

Hobbies: Travel (most recently Ireland), linguistics (German & Gaelic), hiking, gardening.