

Bayley E. Camp

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Results-driven Operations professional with 3+ years of progressive experience in cross-functional project leadership, process improvement, and team management. Proven track record managing operations for 40+ personnel, streamlining workflows, and efficiently utilizing digital systems. Expertise in stakeholder relationship management, process improvement, and program coordination with growing technical proficiency.

PROFESSIONAL EXPERIENCE

Operations Officer

USC Institute for Creative Technologies | Playa Vista, CA | September 2024 – Present

- Oversee operational infrastructure and access management systems, supporting 40+ personnel
- Drive cross-functional project initiatives through process improvement and strategic coordination, proactively meeting program milestones
- Implement standardized communication workflows with structured tracking, response protocols, and leadership reporting
- Build strategic partnerships with key stakeholders and program sponsors, ensuring seamless project execution and program success
- Design and develop stakeholder-facing materials (presentations, project briefs, communication materials) using Figma and PowerPoint, enhancing program visibility and engagement

Administrative Assistant II

USC Institute for Creative Technologies | Playa Vista, CA | September 2023 – September 2024

- Utilized Concur expense management system efficiently, reducing processing time to 1-2 business days and exceeding efficiency benchmarks
- Managed financial processes including expense reconciliation and purchase requests with accurate tracking and compliance
- Coordinated multi-scale events and cross-departmental meetings, managing logistics and stakeholder communications for seamless execution
- Streamlined administrative workflows and supported process improvements, supporting organizational effectiveness

HR Intern Coordinator

USC Institute for Creative Technologies | Playa Vista, CA | May 2023 – September 2023

- Led comprehensive intern program management for cohort of 30+ participants, including onboarding, orientations, and presentations
- Served as primary relationship manager for program participants, providing mentorship and professional development guidance
- Managed program documentation, compliance requirements, and administrative functions, ensuring successful program outcomes

Customer Service Student Supervisor

USC Housing Customer Service Center | Los Angeles, CA | May 2022 – May 2023

- Led team of 15 student workers through task assignment and coordination, maintaining smooth departmental operations
- Built and maintained Excel-based tracking systems for damage tracking, billing accuracy, and service requests
- Coordinated cross-functional communications between maintenance teams and customer service, ensuring timely issue resolution and customer satisfaction

EDUCATION

Bachelor of Arts, Social Sciences (Psychology)

University of Southern California | Los Angeles, CA | August 2021 – May 2023

Associate of Arts, Psychology

Palomar Community College | San Marcos, CA | August 2019 – May 2021

TECHNICAL SKILLS

Software: Microsoft Office Suite, Excel, PowerPoint, Concur, Workday

Analytics: Data tracking systems, reporting systems, compliance databases

Design Tools: Figma, Canva, PowerPoint (advanced presentation design)

CORE COMPETENCIES

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| ● Operations Management | ● Team Leadership |
| ● Project Coordination | ● Workflow Streamlining |
| ● Process Management | ● System Management |
| ● Database Management | ● Program Management |
| ● Stakeholder Relationship Management | ● Cross-Functional Collaboration |