

## **Education**

Harvard Extension School, Cambridge, Massachusetts

January 2011 – present

Candidate for ALM in Extension Studies, admitted January 2014

**Concentration** Information Technology

Major Digital Media Arts and Instructional Design

#### Boston University, Boston, Massachusetts

MajorLinguisticsMinorFrenchGPA3.82

Sept. 2006 — Jan. 2010

BARBARA ARGOTE JUNIOR AWARD IN LINGUISTICS 2009

KEN HALE AWARD 2010

COLLEGE OF ARTS AND SCIENCES COLLEGE SCHOLARS MEMBER

# **Work Experience**

#### Harvard Extension School, Cambridge, Massachusetts

Oct. 2010 – present

Records Specialist, Academic Services Office

I serve as in-person, telephone, and email reception for a high-volume student service office. I process requests for transcripts and letters of enrollment, research student records, verify student status, and maintain confidentiality policies.

#### Harvard Summer School, Cambridge, Massachusetts

Feb. 2010 – Aug. 2010

1-20 Assistant, Registrar's Office

I processed paper applications for the I-20 Certificate of Eligibility for a student visa. I consistently performed timely, accurate data entry, handling a high volume of submissions.

### Eastern Bank (formerly The Community Bank), Bridgewater, Massachusetts

May 2008 – Jan. 2010

(summer and winter breaks)

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I provided exceptional customer service, made product sales, and contacted customers with updates. I frequently handled large cash transactions, balanced ATM transactions, scanned deposited checks, and filed regular reports.

# College of Arts and Sciences, Boston University Boston, Massachusetts

Sept. 2006 - Dec. 2009

(during Fall and Spring semesters)

Office Assistant, Business Office

As a student employee, I assisted reception, accounting and payroll staff. I answered phones, filed records, copied and hand-delivered documents, made bank deposits, picked up and distributed paychecks.