

**ABCD Name**

ABCD Address, CA 92346 | +1999.999.9999 | abcd@gmail.com

**SUMMARY**

Dedicated administrative professional with 8+ years of experience in library and customer service roles, skilled in organizing educational programs, coordinating community engagement, and managing detailed records. Passionate about uplifting Muslim women's voices and fostering positive cultural change through literature and faith-driven initiatives. Proven ability to balance multiple priorities in fast-paced, mission-driven environments with a service-first mentality and strong communication skills.

**SKILLS**

Project Coordination & Event Management  
Customer Service & Community Outreach  
Administrative & Executive Support  
Library Procedures with Accurate Cash Handling and Detailed  
Record Keeping

**Houston Public Libraries / Freed-Montrose Branch Library**  
*Service Specialist* | Aug 2022 – Mar 2023 | Houston, TX  
Verbal & Written Communication  
Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)  
Google Workspace (Docs, Sheets, Slides, Calendar, Gmail)  
Faith-Centered Community Engagement

**RELATED EXPERIENCE****Fort Bend County Libraries / Cinco Ranch Library**

*Customer Service Clerk* | Jun 2022 – Aug 2022 | Katy, TX

- Delivered exceptional service at the circulation desk, ensuring smooth processing of materials and customer support. • Collaborated with team members to manage fines and payment processes accurately and efficiently. • Assisted with deliveries and shelving, contributing to organized library collections.

**Riverside County Libraries / Louis Robidoux Branch**

*Volunteer Coordinator* | Mar 2017 – Aug 2017 | Riverside, CA

- Built and motivated a volunteer team of 30 youth for the summer reading program, emphasizing community service and youth empowerment.
- Developed and implemented training materials and volunteer handbooks, ensuring smooth event execution. • Fostered collaboration between staff and volunteers to create innovative programming aligned with community needs.

**San Bernardino County Libraries**

*Library Assistant* | Mar 2014 – Mar 2017 | Mentone, CA

- Provided frontline service at the circulation and reference desk, managing check-ins, registrations, and public inquiries. • Increased library membership and program attendance by 20% annually through active promotion of resources and events. • Maintained detailed records using Microsoft Excel to track attendance, cash reports, and program outcomes. • Accurately handled weekly and monthly cash deposits, demonstrating strong organizational skills and attention to detail. • Occasionally led storytimes and supported team communications through professional correspondence.

**OTHER PROFESSIONAL EXPERIENCE****Humana**

*Grievance and Appeals Analyst* | Nov 2021 – Apr 2022 | Houston, TX

- Facilitated communication between members and providers by researching and resolving complex appeals with clarity and professionalism.
- Translated complex Medicare policies into accessible language, providing solutions aligned with patient and provider needs.

**Anthem**

*Outreach Care Specialist / Customer Care Representative* | Nov 2017 – Jun 2021 | Houston, TX

- Delivered exceptional telephone-based customer service to members and providers, consistently exceeding performance goals. •

Applied analytical and critical thinking skills to resolve complex claims and customer issues independently. • Adapted quickly to new processes in a fast-paced, mission-driven environment.

## EDUCATION

### **Master of Public Health (MPH)**

Benedictine University | May 2023

### **Bachelor of Science in Public Health**

University of California, Irvine | June 2009

## COMMUNITY & VOLUNTEER ENGAGEMENT

### **Academy of Islamic Knowledge** | Volunteer | June 2025 – Present

- Organizer of weekly “Joy Jots” bookclub for sisters in my local community
- Preparing to lead weekly Storytime and craft for children around Islamic themes

### **Al Shifa Free Medical Clinic (Masjid Project)** | Volunteer | Mar 2013 – Mar 2014

- Helped launch a women’s mammography program providing free screenings to underserved women in the community. • Supported this health initiative as part of a local masjid’s community outreach, fostering trust and accessibility. • Motivated donors to contribute financially and through volunteer efforts to sustain clinic services.

## PERSONAL STRENGTHS & PASSIONS

- Passionate about uplifting Muslim women’s voices through literature and education
- Skilled at creating supportive environments that foster learning, growth, and cultural empowerment • Strong dedication to mission-driven work aligned with faith, scholarship, and service