

ADMINISTRATIVE OFFICE MANAGER

**RECRUITMENT/HIRING → ADMINISTRATIVE COORDINATION → PROGRAM COORDINATION
 OPERATIONS MANAGEMENT | LEARNING & ORGANIZATIONAL DEVELOPMENT | LOGISTICS |
 STAFF DEVELOPMENT | COMMUNITY OUTREACH | EVENT PLANNING & COORDINATION**

*OVERSIGHT OF OFFICE MANAGEMENT, DAILY OPERATIONS INCLUDING INTERNAL AND EXTERNAL OFFICE COMMUNICATIONS,
 EXECUTIVE AND BOARD OF DIRECTORS SUPPORT COORDINATION*

Organized, Analytical Executive Assistant who has exceptional communication and problem-solving skills. Provides analytical, technical, and detailed oriented work that supports the overall functions of the organization’s needs, while serving as a liaison between leadership, staff, community, and stakeholders.
 Serving as an Interim Chief of Staff supporting the Artistic Director during their Interim Executive Artistic Director assignment and Interim Chief Operating Officer.
 All work done remotely to adjust for current reality of COVID including technical support, coordination, and logistics of Zoom, Teams, and other remote work platforms as needed.

Valued Leader In:
*Cross-Cultural Competency
 Hiring, Supervising, Onboarding
 Payroll oversight
 Interdepartmental Communications
 Board Liaison and Support
 Development of policies and processes
 DEI Coordination & Support
 Special Projects
 Event Coordination
 Logistics
 Training*

CAREER HIGHLIGHTS

- **Coordinated First Annual Black Women in Leadership Convening**, created from the vision of the Artistic Director, I planned a weekend dedicated to Black Women who are the first in their fields to be in leadership positions.
- **Served on the CSUEB Presidential Housing committee**, worked to develop a strategic plan for affordable housing for faculty and staff to mitigate issues surrounding retention of staff and faculty due to housing shortage in the Bay Area.
- **Developed a Professional Development Series for SEAS student staff**, this included workshops focused on networking, navigating systems, and preparation for life post undergraduate studies.
- **Launched training for Student Equity and Success Staff for campus wide advising and online calendaring systems**, training staff on the implementation and utilization of the Bay Advisor system which supported student advising, academic records, student success and engagement. This system supports an entry to graduation success model through wraparound services.
- **Created events for community and parent engagement**, all events supported the education and advancement of low-income families within the CalWorks system.

ARTISTIC EXECUTIVE ASSISTANT

OREGON SHAKESPEARE FESTIVAL

April 2021-Present

EXECUTIVE ASSISTANT TO THE ARTISTIC DIRECTOR

Performed a full range of moderate to complex office and administrative support functions at the executive level for the Artistic Director, Artistic Leadership team and Executive Leadership Team. Serving in a Chief of Staff role during the Artistic Director’s interim role as Executive Artistic Director. Supported the executive leadership team that included members from the marketing, people and culture, production, artistic, finance, development, and operations departments. Interface with the media to arrange interviews and speaking engagements. Completing all functions of this role with a high level of confidentiality.

- **Managing the schedule for the Artistic Director**, coordinated meetings on behalf of the Artistic Director. Responsible for responding to press and media request as well as speaking engagements. Act as liaison between the Artistic office and other departments within the organization, patrons, and the public.
- **Inbox Management and Shadowing** managed and monitored email inboxes of the Artistic Director and main artistic mailbox. Drafted correspondence on behalf of the Artistic Director.
- **Budget Reporting**, responsible for reconciling credit card charges on behalf the Artistic Director.
- **Event Planning and Coordination**, providing support to Artistic Director and executive team for company-wide gatherings, holiday parties, and trainings. Planned and coordinated a leadership convening for Black Women in leadership positions hosted by the Artistic Director.
- **Support the Artistic Director in project leadership roles**, this includes but is not limited to preparation of materials, meeting agendas, communication to executive teams, and consultants
- **Board of Directors Liaison**, supported board members in scheduling meetings, drafting materials and communications with executive leadership team. Assisted with onboarding and off-boarding of members and coordinating meetings with potential Board members.

OFFICE MANAGER

CALIFORNIA STATE UNIVERSITY, EAST BAY

August 2016—April 2021

OFFICE MANAGER

Performed a full range of moderate to complex office and administrative support functions for the Student Equity and Success programs. Including Sankofa Scholars, EOP, Transfer APASS, EXCEL, Renaissance Scholars, and GANAS. Develops and implements procedures to ensure the department functions effectively and efficiently. Responsible for providing lead work, direction, and guidance to student staff. Working independently, I perform a variety of administrative duties to meet the day to day operational needs of the department. Assists in recruiting, hiring, and training of EOP Student staff. Served as a Diversity, Equity and Inclusion Champion as the Administrative coordination and office management for Student Equity and Success, an umbrella of programs including Sankofa Scholars, EOP, Renaissance Scholars, GANAS, and Transfer APASS.

- **Manage payroll and time keeping process for the department**, provide leadership on designated projects for the department. Inform appropriate personnel of various situations impacting the department or its programs.
- **Serves as the primary contact person for guests, visitors, and those with scheduled appointments**, providing support for Bay Advisor utilization, a system targeting students success through scheduling and management of academic records.
- **Support the Director in project leadership roles**, this includes but is not limited to trainings, event coordination, graduation, campus tours, visiting days, cultural celebrations, and faculty and staff retreats and supportive services.
- **Specialized in administrative duties and or delivery of services —during Covid-19 pandemic**, assisting with scheduling and facilitating departmental meeting, student and staff equipment distribution, development, and implementation of operational and departmental policies in a time sensitive manner.

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- **Established virtual onboarding and orientation**, in direct response to Covid-19 I identified gaps in our service delivery model to address the needs of both students, faculty and staff as it relates to our programs. The creation of these solutions was based on risk reduction and best practices through both public health guidance and new procedural approaches to support continuity of programs.
- **Launched online forms for accessibility and risk reduction**, created and implemented an online forms system to support student documentation needs while reducing risk to students, faculty, and staff. This system created an accessible pathway and cutdown wait times for pending decisions related to enrollment, financial aid, and onboarding.
- **Revamped the department's social media presence**, through content development, student engagement and events.
- **Transitioned staff to a virtual advising model**, through training staff on the use of Zoom, Google Meet, Google Shared Drives and Adobe Sign. These trainings allowed staff to continue to support and retain our students during COVID-19.

- **Administrative support for Diversity Equity and Inclusion engagement with S.A.V.A. Rising Inc.**, creation and editing of text, presentations and materials for all S.A.V.A Rising Inc. events including but not limited to scheduling, resource and data collection, travel, invoicing, and accounts receivable.

UNITED HEALTH CARE

July 2013-August 2016

CLAIMS PROCESSOR (2015-2016)

RESOLVING APPEALS ANALYST (2013-2015)

Process claims for accurate and timely payment in compliance with Federal, State, and departmental mandates. Incoming physician, facility, and hospital insurance claims. Identified errors and reported irregularities to management and subject matter experts. Performed all job functions with a high degree of discretion and confidentiality.

Conducted thorough review, research, and investigation of appeals cases within regulatory time frames. Rendered decisions for nonclinical appeals using fact-based decision making and policies. Maintained written and verbal communication between providers and United Health Care. Processed appeals for cases numbering up to 120 cases per month for the states of Tennessee and Ohio.

- **Utilized critical analysis skills**—all claims and appeals cases required strict attention to detail, analytical analysis and clear understanding of industry standards, regulations, and procedures. All subject to change according to shifting Medicare regulations.

EXPERIAN CREDIT REPORTING AGENCY | CONSUMER CARE ASSOCIATE (March 2013-July 2013)

Provided consumer education and support to consumers regarding Experian Credit Reports. Disputed inaccurate personal and financial information on the consumers credit reports. Handled personal identifiable information with confidentiality and discretion. Processed incoming mail disputes. Authenticated consumers for credit. Educated consumers of their rights under the Fair Credit Reporting Act and the Credit Reporting Process.

ADDITIONAL EXPERIENCE

EXTEND HEALTH | BENEFIT ADVISOR (August 2012- December 2012)

S.A.V.A. RISING, INC. | LEAD ADMINISTRATIVE SUPPORT (2006—Present)

PEER ADVOCATE | LIFETIME (LOW-INCOME FAMILIES EMPOWERMENT THROUGH EDUCATION) (2010—2012)

EDUCATION

SOUTHERN OREGON UNIVERSITY, BACHELOR OF SCIENCE IN INNOVATION AND ORGANIZATIONAL LEADERSHIP 2021-CURRENTLY ENROLLED