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| Leah Austin  A progressive problem solver who resources for efficiency through research, education, and knowledge of peers & self. Strategic self-learner that performs with caution in every task, and values diversity in a team’s efforts to achieve the ultimate goal. | 1805 Bradford Way Apt A  San Jose, CA 95124  **(818) 454-0349**  **leahaustin2@gmail.com** |
| EXPERIENCESanta Clara County Communications, San Jose, CA— *Dispatcher 1*July. 2019 – Feb. 2020  * Received & processed emergency and non-emergency calls. * Monitored deputies over the radio as they escorted/transported medications/inmates to varies locations. * Carefully documented personal classified information. * Triaged and transferred calls to the appropriate community.  University Corporation of Cal State Northridge University MARC & RISE, Northridge, CA— *Administrative Coordinator*Feb. 2018 – June 2019  * Assisted in managing our grant funded budget. Monitored & analyzed expenditure of the participants by charting financial averages, ensuring grant compliance & verified finances were properly allocated to the either federal/state account. Initiated documenting participant’s activity to support decision making. * Composed, log, and/or evaluate HR documents; Travel Expense Claims, Action Request, New Employee forms, Cost Allocations, Separation forms & Stipends. * Reviewed timesheets for 20+ students, office assistants, and special contracts. * Allocated company card monthly, produced check request for invoices, and assembled program informative packets for our program, and events.  Canyon Design Group, Los Angeles, CA— *Reception/Office Manager*Jan. 2017 - Jan. 2018  * Carefully documented, filed, & updated; inventory, new projects, logs, call sheets, schedule calendar. Processed orders; stock photography, supplies, groceries, and lunches. * Researched; client projects, business practices, and introduced team-building strategies for employee relations (employee gratitude, staff activities, incentives) * Assisted in production; product prep, labeling, script synopsis, approvals, scheduled & monitored messengers/couriers.  Joyful Melodies, Cupertino, CA— *Administrative Assistant/Temp.*July 2015 – Dec. 2015  * Cross referenced timesheets to adjusted schedules & calendars for a staff of 15+. * Data Entry; office supply purchases, scheduling/managing calendars. Created spreadsheets to track inventory. Updated/reviewed weekly social media flyers. * Coordinated staff meetings, monthly facility projects, & annual music concert. * Prioritized heavy traffic emails (40+) & calls in regard to inquiries, bills, & schedule changes; performed customer service with daily conflict resolution. | EDUCATIONCal State University Northridge, Northridge, CA— *Graduate Business Administration Courses* Sept. 2018 - Jan.2019  Focused on the development of essential business-management skills. Business Law, Business Analytics Foundation, Accounting. Cal State University Northridge, Northridge, CA— *B.A. Cinema & Television Arts-Media Management GPA. 3.01*Sept. 2012 - May 2014 Focused on proficient strategies in operations, management, and advertising with the knowledge of audience & network analysis. COMPUTER SKILLS Computer Aid Dispatch (6mo.s) Microsoft Office/Excel/Word (10+), Box (1yr.) Google Drive (10+), Kerio Connect (1yr.), QuickBooks (1 yr.), Best Notes (1 yr.), Abacus (1yr), 52 WPM. Photoshop (3 yr.’s), Mail Merge (1+) SKILLS Problem Solver, Prioritize, Time Management, Organization, Resourceful, Coordinating events, Communication, Progressive, Leadership, Creative, Team Player! |