

RACHEL ALSTON

Rachel.alston2@gmail.com | (240) 393-7553 | Columbia, MD 21045

Summary

Highly organized and detail-oriented administrative professional with over seven years of experience providing executive support, managing confidential tasks, and ensuring efficient office operations. Proven expertise in coordinating complex schedules, events, and meetings, as well as handling high-volume workflows for senior executives. Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams) and Google Suite. Skilled in event planning, report generation, and managing confidential information with discretion. Adept at communicating effectively with senior leadership, external stakeholders, and cross-functional teams to drive organizational goals and priorities.

Skills

- Executive Administrative Support
- Calendar & Schedule Management
- Event Planning & Coordination
- Written and Verbal Communication
- Confidentiality & Data Security
- Document & Records Management
- Meeting Coordination & Minutes
- Workflow Optimization
- Budgeting & Financial Assistance
- Proofreading & Editing
- Customer Service & Interpersonal Skills
- Problem Solving & Time Management
- Records Management
- Adobe Acrobat
- Microsoft Office Suite (Word, Access, Excel, Outlook, PowerPoint, Teams)
- Google Suite (Calendar, Gmail, Docs, Sheet, Slides, Drive)
- Research and Analysis
- Interpersonal Skills
- Self-Management
- Computer Operations
- Multi-tasked Oriented
- Business Intelligence
- Ability to handle situations calmly
- Database & File Management

Experience

Program Coordinator|Columbia Housing Center - Columbia, MD|02/2024 - Present

- **Coordinate and manage client meetings, events, and executive staff schedules** using Google Calendar and Microsoft Outlook.
- **Provide comprehensive administrative support to senior staff**, ensuring timely follow-up on tasks and smooth scheduling.
- **Successfully plan and execute community outreach events**, managing logistics, vendors, and event evaluations.
- **Develop and maintain spreadsheets to track housing funds**, ensuring accurate reporting for grant submissions.
- **Organize 100% of scheduled renter education training events** with an average participation of 52 clients per event, achieving high engagement and positive feedback.
- **Manage a caseload of 50-75 clients while maintaining** a 100% on-time project deadline completion rate, ensuring that all client needs were addressed promptly and efficiently.
- **Review income verification documents for 72 clients**, successfully determining eligibility for the Student Rent Subsidy Program, resulting in 48 students securing housing, which reflects a 67% success rate in helping students find housing.

Healthcare Administrator|Maxim Healthcare/Robert Half - Columbia, MD|03/2023 - 02/2024

- **Provided executive-level event planning and support for CEO and Vice President**, including logistics, vendor management, and guest coordination.
- **Assisted in managing top executives' calendars, schedules, and appointments**, ensuring alignment with division priorities.
- **Drafted and proofread memos, reports, and other official documents** to ensure professionalism and accuracy.
- **Managed sensitive employee data**, including FMLA and Workers' Compensation claims, with high confidentiality.
- **Coordinated events for onsite and offsite company events** by communicating with Sales, Event, and Account Managers at sports venue offices and restaurants.
- **Used SharePoint to log and process FMLA leave requests** and completed FMLA paperwork for employees.

Administrative Analyst|The HR Source - Landover, MD|11/2022 - 02/2023

- **Delivered comprehensive administrative support** to the Office of Human Resources by managing phone inquiries, coordinating visitor access, and ensuring timely communication of visitor and delivery notifications to staff.
- **Coordinated meetings and appointments** for the Director of Human Resources, ensuring efficient communication with various departments.

- **Streamlined internal processes for document control**, enabling efficient retrieval and tracking of sensitive HR materials.
- **Maintained accurate and up-to-date human resource files, records, and documentation**, enhancing organizational efficiency and compliance.
- **Managed HR-related inquiries from internal and external sources**, directing calls to the appropriate personnel or department to ensure prompt and accurate responses.

Executive Administrative Assistant/Lead HR Consultant|Maryland Department of Transportation - Hanover, MD|09/2021 - 03/2022

- **Managed the Director's calendar, scheduled meetings, and handled** complex inquiries while ensuring the office operated efficiently.
- **Drafted, edited, and proofread correspondence, memos, and reports** for senior executives, maintaining a high standard of professionalism.
- **Assisted in organizing mandatory meetings, preparing agendas, and composing** meeting minutes for senior management.
- **Managed confidential communications and provided** critical administrative support for senior managers.

Administrative Aide II|Prince George's County Sheriff's Office - Upper Marlboro, MD|07/2019 - 09/2021

- **Provided administrative support to law enforcement staff, coordinating meetings and managing** confidential victim data.
- **Ensured compliance with legal requirements by managing and tracking protective orders and court reports.**
- **Supported outreach efforts by organizing events** and distributing key materials to the public.

Administrative Assistant|Maryland Department of Agriculture/Randstad -Annapolis, MD|05/2019 - 07/2019

- **Served as a liaison between business owners and employees** in the office concerning registration renewals.
- **Prepared deposit slips and certificates of deposits** to be processed in the fiscal department.
- **Maintained and updated confidential business records**, ensuring smooth office operations.
- **Performed data entry** associated with accounts payable into the Weights and Measures database.
- **Processed and tracked payments and expenditures**, including device registration and class registration fees.

Intern|CL Russell Group -Upper Marlboro, MD|02/2019 - 04/2019

- **Provided administrative support to the Director**, acting as a main point of contact for employees and performing regular administrative duties.
- **Assisted in editing documents**, including Requests for Proposals, to ensure accuracy and clarity.
- **Composed documents and presentations** using Microsoft Word and PowerPoint.
- **Managed organization within the office** by labeling and filing documents to ensure easy access for future reference.

Branch Sales & Service Representative|PNC Bank - Bowie, MD|11/2017 - 11/2018

- **Supervised branch operations** in the absence of the Branch Manager, ensuring smooth transactions and customer service.
- **Managed financial transactions**, balancing cash drawers, and ensuring compliance with bank regulations.
- **Handled customer inquiries**, providing excellent service while maintaining confidentiality.

Administrative Assistant|Towson University - Towson, MD|04/2015 - 07/2015

- **Provided executive support to the Vice President of Student Affairs**, consisting of scheduling meetings, answering phones, and managing correspondence.
- **Maintained confidential files**, scheduled appointments, and assisted with mandatory projects.
- **Coordinated communication across departments**, ensuring timely distribution of documents and updates.
- **Assisted colleagues in the Office of Student Conduct** on an as-needed basis.

Administrative Assistant |Federal Communications Commission – Washington, DC| 08/2008- 09/2009

- **Assisted with the Digital Television Transition project** by sending informational documents to consumers, duplicating copies of documents, and compiling folders containing relevant information.
- **Coordinated meetings and appointments** between internal departments and external stakeholders.
- **Greeted and directed visitors** professionally, set appointments, answered main lines, and ordered office supplies.

Education and Training

Towson University | Baltimore, MD | 2016
Bachelor of Science: Sociology And Anthropology

Technical Competencies

- **Software:** Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Teams), Google Suite (Docs, Drive, Calendar, Gmail), SharePoint, Workday, ADP, Zoom, Skype, MailChimp
- **Other:** Data Entry, Document Management, Event Planning, Budgeting

Relevant Skills

- **Executive Support:** Extensive experience providing administrative support to senior executives, managing schedules, coordinating meetings, and prioritizing tasks.
- **Event Coordination:** Proven ability to plan, implement, and evaluate events with attention to detail and cost-conscious decision-making.
- **Communication:** Strong written and verbal communication skills, with a focus on professionalism and confidentiality in all interactions.
- **Technology:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint); adept at using office systems for data entry, reporting, and document management.
- **Time Management:** Highly organized with the ability to manage multiple projects and deadlines while maintaining quality and confidentiality.
- **Typing Speed:** 55 WPM
- Ability to maintain a high level of confidentiality and professionalism in all interactions.
- Experience working in fast-paced, high-demand environments, balancing multiple priorities and tasks.