

Rhody T. Ram

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Professional Summary:

Detail-oriented and service-driven professional with 4+ years of experience in program coordination, research, data analysis, and customer service. Skilled in project management, stakeholder communication, reporting, and process improvement. Proven ability to analyze data, manage competing priorities, and support program goals in fast-paced environments. Proficient in Microsoft Office Suite, Excel, PowerPoint, and MS Project.

- U.S. Citizen
- Eligible for Federal Employment
- Available for travel as required

Professional Experience:

Program Assistant | U.S. Department of Education- Office of Student Support Services
Providence, Rhode Island

June 2022- Present | 40hrs/ Week | **Direct Supervisor:** Fake Name ph: 203-555-8384

- Coordinated administrative and operational support for 12 federally funded student success programs serving over 2,500 participants annually.
- Managed program data and reporting using Excel, improving reporting accuracy by **18%** through quality control and standardized tracking procedures.
- Prepared weekly and monthly reports for senior leadership to support program evaluation and strategic planning.
- Responded to an average of **40+ stakeholder inquiries per week**, providing guidance on eligibility requirements, documentation, and program timelines.
- Assisted with project planning and scheduling using **MS Project**, ensuring deadlines and deliverables were completed on time.
- Improved onboarding documentation and process guides, reducing staff training time by **20%**.

Administrative Coordinator | Rhode Island Community Services Agency
Warwick, Rhode Island

August 2020- June 2022 | 40hrs/ Week | **Direct Supervisor:** Fake Name ph: 203-555-8384

- Supported daily operations for a community services office serving over **500 clients annually**.
- Processed applications, case files, and confidential records while ensuring compliance with state and federal regulations.
- Created tracking systems that reduced document processing time by **25%**.
- Collaborated with cross-functional teams to coordinate outreach events and service delivery.
- Scheduled appointments, managed calendars, and coordinated meetings for a team of 8 staff members.
- Trained 5 new employees on office systems, documentation standards, and customer service protocols.

Undergraduate Government Affairs Intern | State of Rhode Island, Internship Program
Rhode Island State House, Providence, Rhode Island

January 2020- May 2020 | 12hrs/ week | **Direct Supervisor:** Fake Name ph: 203-555-8384

- Conducted legislative and policy research on state-level issues related to education, public health, and community development for assigned agency staff.
- Analyzed proposed legislation and prepared concise policy briefs summarizing key impacts for supervisors and stakeholders.

- Attended committee hearings, public meetings, and legislative briefings, documenting discussions and action items for follow-up.
- Assisted with constituent communication by responding to inquiries and directing individuals to appropriate state resources and services.
- Supported project coordination for interdepartmental initiatives by tracking deadlines, organizing materials, and scheduling meetings.
- Compiled data from public reports and agency resources to support program evaluation and decision-making.
- Developed professional communication, research, critical thinking, and public service skills in a fast-paced government environment.

Student Office Assistant | URI Center for Career & Experiential Education
Kingston, Rhode Island

September 2018- May 2020 | 10hrs/ week | **Direct Supervisor:** Fake Name ph: 203-555-8384

- Assisted students, faculty, and employers with front desk operations and appointment scheduling.
- Maintained records for 1,000+ student appointments, ensuring accurate data entry and reporting.
- Supported career events, workshops, and employer recruitment activities.
- Created promotional materials and communication campaigns to increase student engagement.
- Delivered high-quality customer service in a fast-paced student support environment.

Volunteer Experience:

Community Food Outreach Network
Providence, Rhode Island

January 2021- Present | 8hrs/ week | **Direct Supervisor:** Fake Name ph: 203-555-8384

- Coordinate volunteer schedules for monthly food distribution events serving 300+ families.
- Recruit and train new volunteers on safety and service procedures.
- Improve volunteer retention by 15% through communication and recognition initiatives.

Education:

University of Rhode Island, Kingston, Rhode Island

Masters of Public Administration | Anticipated Graduation: May 2027

GPA: 3.92 / 4.0

Bachelor of Arts: Political Science | Awarded May 2020

Minor in Leadership Studies | *GPA 3.33 / 4.0*

Certifications:

- Project Management Fundamentals Certificate — 2024
- Microsoft Excel Advanced Training — 2023

Technical Skills:

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

MS Project

Data Analysis & Reporting

Project Coordination

Records Management

Written & Verbal Communication

Policy & Grant Writing