

Rawaa Radhi

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22312**

Summary

Efficient Administrative Assistant with eight years of experience answering high-volume calls and in-person inquiries. Diligent, respectful attitude dealing with clients and colleagues. Flexible and hardworking approach to streamlining internal processes.

Skills

- Computer literacy (Microsoft Office)
- Training staff
- Strong problem solver
- Strong interpersonal skills
- Excel spreadsheets
- Foreign language skills (English and Arabic)

Experience

Administrative Assistant (Academic Success Center) | Northern Virginia Community College – Alexandria, VA 1/2023 – Current

- Greeting all customers as they walk into and out of ASC.
- Answering all phone calls and returning voicemail messages
- Making all appointments for academic support services
- Monitor Zoom, the Division Virtual Office Space.
- Keeping the tutors and writing consultants schedules up to date.
- Answer basic questions related to admissions, placement testing, domicile, payment, financial aid, and registration.
- Maintaining the physical appearance of ASC and maintaining an all-around professional atmosphere to best serve the students who use our services.
- Training all front desk staff
- Maintains a variety of records, such as inventories of supplies and materials; prepares correspondence, forms, and reports.

Receptionist (Language, Art, and Social Science Division) | Northern Virginia Community College – Alexandria, VA | 8/2016 – 08/2020

- Assist the Manager with student injury control.
- Answer and directed incoming calls using a multi-line telephone system.

- Directed clients to appropriate personnel to address concerns, resolve complaints, or answer account-related questions.
- Greeted Visitors, assessed needs, and directed them to appropriate personnel. Communicating with senior managers and other colleagues. Answering customers' questions.
- Data management and handling various assignments as needed for associate Deans and Deans

Education

University Of Basra | Basra, Iraq (2009)

Bachelor of Science: Physics

Northern Virginia Community College (2022)

Associate of Science: Computer Science

Associate of Science: Mathematics