

C. JOLENE SEARS

GOALS

To use my administrative, public relations, and communications experience to advance my career with Texas A&M University and its affiliates, to establish meaningful relationships and serve the individuals in our community.

EMPLOYMENT

October 2017 – Present

Texas A&M University – School of Innovation

Executive Assistant III

Provides administrative support to the Dean/Vice President and other key administrators, including drafting and managing correspondence and communications, scheduling appointments and managing calendar, coordinating travel, and coordinating special events. Serves as an Office Manager for the unit. Coordinates workflow and supervises student workers. Identifies and recommends improvements for administrative procedures and makes evaluative judgments in implementing changes. Maintains and monitors budgets and has fiscal records management responsibilities. Coordinates projects and facilitates communication between the Dean/VP and other Associate and Assistant Deans, Department Heads, Directors, University officials, professional support staff and multiple external constituencies.

June 2016 – October 2017

Texas A&M University – Transportation Services

Business Coordinator III

Served as departmental liaison to over 500 Departmental Parking Representatives representing the academic colleges, over 300 service providers and other administrative divisions within the university. Processed all employee permit requests and coordinated with staff to develop responses to more challenging inquiries. Supervised 9-12 student workers who staff the customer service phone line, instant chat and email response service. Responsible for scheduling staff to ensure proper coverage for phone system, managing email, office tasks, and cashiering, as necessary. Handled inquiries, suggestions and complaints from students, faculty and staff and served as first person to respond to customer issues via phone or over the counter when a situation escalated to someone with a higher level of authority or supervisor.

September 2015 – June 2016

Texas A&M University System – Office of the Board of Regents

Board Operations Coordinator

Organized Meetings of the Board of Regents to include catering, meeting logistics, coordinating reception desk, greeting/directing guests, distributing materials, computer set up and Mediasite livestreaming. I coordinated teleconference data system during telephonic Board meetings and Board Office teleconferences. Maintained the Board of Regents' website to include posting of minutes, regents' bios and meeting dates and materials. Managed special events to include design, content generation, electronic and print communication, booking, site coordination, correspondence, speeches, logistics and deliveries. Assisted with athletic event requests to include ticket orders/distribution, seat assignments, parking, and payment/reconciliation of accounts and operation of the Regents' Suite on game days. Maintained the history and insurance of the art and artifacts housed in the Board Annex facilities. Supervised Administrative Assistant/reception desk and supervised Student Workers for a portion of time in position.

March 2013 – September 2015

Texas A&M University – Transportation Services

Senior Administrative Coordinator

My position as Senior Administrative Coordinator focused on maintaining the daily activities of the office and coordinating the schedule of the Executive Director. I created communications, both internal and external, and served as coordinator of two large employee award presentations each year. Provided administrative support for an advisory committee made up of faculty, staff and students. Coordinated nominations for employee and departmental awards for our department, as well as other university awards and industry submissions. Supervised student workers who staff the reception desk at the Administrative Office of Transportation Services.

January 2012 – March 2013

Texas A&M University – Division of Finance

Administrative Assistant

My position as an Administrative Assistant involved scheduling meetings, maintaining calendar for two Associate Vice Presidents as well as booking travel and creating expense reports. I approved monthly reports for three departments and compiled monthly activity reports for the Budget Office. Provided administrative support to a university council and a sub-council, including scheduling meeting times and locations, keeping minutes and submitting documents to the website in a timely manner. I coordinated the Division of Finance “Keys to Excellence” Award program, which included requesting nominations, creating nomination forms, assembling a selection committee, ordering awards and food and ensuring the program ran smoothly. I ensured contracts, C-1’s, Field Trip Approvals, Study Abroad Requests and RFS Documents were routed for appropriate signatures, and maintained a database of all approved documents.

July 2009- January 2012

College Station Independent School District - A&M Consolidated High School

Principal’s Secretary

The focus of this position was to maintain a positive office environment for staff members and students, as well as parents, vendors, college recruiters and visitors with business on our campus. Maintained daily calendar for Head Principal and scheduled meetings, created presentations for meetings and arranged catering for these events. Created all external communications to parents via website and mailings, including TEA required mailings such as School Report Card and TAKS information. Maintained master schedule of all building facilities and coordinated special event functions such as meetings and receptions; served as Campus Coordinator for 2011 After Prom Bash, an event for 700+ students with 100 volunteers. Also served as Coordinator/Secretary for District 12-5A Athletics and Academics, which included processing all Student Athletic Eligibility forms for 8 schools in our district, coordinating with coaches from all schools to answer questions regarding UIL rules and regulations, and organizing meetings several times a year.

April 2007-September 2009

Lone Star Realty - *Realtor*

Self-employed Realtor, under the Brokerage of Chad Wootan. Managed all aspects of Real Estate Sales and public relations, from initial contact with buyers and sellers to the final closing of a sale; including marketing materials and campaigns, financial spreadsheets, advertising, negotiating and customer follow up. Provided excellent customer service to clients by answering questions and providing insight into the intricacies of the Bryan/College Station Real Estate market.

EDUCATION

May 1992

Texas A&M University - Bachelor of Science in Journalism, Minor in English