

# ERICA HAYDEN

## SENIOR OFFICE ASSISTANT

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Chicago, IL | ericahayden638@icloud.com | <https://ericahayden.journoportfollio.com>

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Senior Office Assistant with expertise in office administration, customer service, and multimedia journalism. Eager to apply my background and knowledge to any role, tackling tasks with efficiency and accuracy. Experienced in enhancing office efficiency and marketing initiatives, excelling in both administrative and creative roles.

### AREA OF EXPERTISE

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Problem Solving	Customer Service	Time Management
Organization	Communication	Social Adaptability
Multimedia	Editing/Video Editing	Content Creation

### PROFESSIONAL EXPERIENCE

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#### Senior Office Assistant, Office of Residence Life Aug 2023 - Present

- Develop a timetable for the team.
- Complete projects to better office efficiency, including how-to guides, organize physical data, and maintain office cleanliness.
- Create and revise visual presentations and training manuals.
- Answer phone calls, voicemails, and emails expeditiously.

#### Intern, Fountain Works Jul 2024 - Dec 2024

- Collected man-on-the-street interviews, along with video/audio.
- Managed social media accounts for the organization, both on Instagram and X.
- Created original content to post every week on a consistent schedule.
- Edited video and audio for multiple digital storytelling projects.
- Dedicated hours to research for multiple digital storytelling projects, as well as keeping track of the audience analytics of each blog post.

#### Office Assistant, Office of Residence Life Aug 2022 - May 2023

- Answer phone calls, voicemails, and emails expeditiously.
- Welcomed visitors and assisted them as needed.
- Assisted staff members in office projects, including creating posters, conducting key audits, and archiving files.
- Ensured the office environment was organized and adhered to COVID-19 safety standards.
- Provided support for seasonal tasks, such as Residence Hall opening and closing paperwork and room selection marketing.

### EDUCATION

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#### Bachelor of Arts Aug 2021 - May 2025

Roosevelt University, Chicago, Illinois.

- Double major in Journalism & Media Studies and Criminal Justice.

#### High School Diploma Sep 2017 - May 2021

Wheeling High School, Wheeling, Illinois.

### ADDITIONAL INFORMATION

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- **Languages:** English, Spanish (Intermediate).
- **Awards/Activities:** National Honor Society in Communications (Lambda Phi Eta) 2024, Office Hero of the Year (Office of Residence Life) 2023, Charlene Rio Scholarship 2022-2023, Galatea Eubanks Scholarship 2022-2023, & Jacob and Rosaline Cohn Scholarship 2021-2022.