

ERICA HAYDEN

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Seeking a position that allows utilization of my expertise in office administration, customer service, office management, 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.

SKILLSET

Problem Solver	Customer Support Lead	Time Manager
Organizer	Strong Communicator	Social Adaptability
Multimedia	Editor/Video Editor	Content Creator
Writer	Multitasker	Critical Thinker

PROFESSIONAL EXPERIENCE

Senior Office Assistant, Office of Residence Life

Aug 2023 - May 2025

- Develop a timetable for the team I managed.
- Complete projects to better office efficiency, including how-to guides, organizing physical data, and maintaining office cleanliness.
- Prepared and delivered presentations to leadership on the state of the team and the office.
- Create and revise visual presentations and training manuals.

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.
- Responsible for customer support and assisted them as needed.
- Served as project lead on various tasks and provided guidance and oversight on multiple team projects.
- Ensured the office environment was organized and adhered to COVID-19 safety standards.
- Provided seamless communication throughout the organization and support for seasonal tasks, such as Residence Hall opening and closing paperwork and room selection marketing.

EDUCATION

Bachelor of Arts - Cum Laude

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:** Office Hero of the Year (Office of Residence Life) 2025, Criminal Justice Department Honors 2025, 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.