

MIKAYLA PAULIN

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Professional Summary

Enthusiastic Administrative Assistant with expertise in anticipating professional needs and proactively identifying and resolving problems. Bringing proven to promote organization and availability through effective schedule development. Excellent customer service and conflict management skills.

Work History

Workforce Development Specialist II - Wagner-Peyser

Kentucky Career Center (KCC) – Owensboro, KY 02/2022 to Current

- Produced highly accurate internal and external letters and memoranda.
- Drafted agendas, recorded minutes and created documents for meetings.
- Monitored premises, screened visitors, updated logs and issued passes to maintain security.
- Maintained staff directory and KCC policy handbook.
- Sorted and distributed office mail and recorded incoming purchase request.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Abetted clients on job search and resume building.
- Construct and update a new job list for the Green River KCC website.
- Assist customers in the state data systems Focus Career and KEE Suite.

Administrative Assistant/ Warehouse Worker

Lacosta – Owensboro, KY 03/2020 to 01/2022

- Used hand-held devices and computers to record and monitor inventory levels and completed audits to uncover address inaccuracies.
- Labeled and accurately moved customer orders to meet shipment timetables and minimize errors.
- Created and maintained safe working environment by upholding safety regulations.
- Placed incoming inventory in optimal storage locations to promote continued accuracy and easy retrieval.
- Kept documentation and records accurate and up to date with latest data to prevent errors in processing or delivery.
- Evaluated supplies and product inventory to check for quality and quantity issues and returned unacceptable materials to vendors.

PCT Technician

Owensboro Health Regional Hospital – Owensboro, KY **03/2018 to 02/2020**

- Obtained patient vital signs and reported results to staff nurse or physician, noting changes from prior measurements.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.
- Assembled admissions pages and added new pages to patients' charts.
- Answered patient assistance calls, assessed needs and offered qualified support.

Loan Assistant

U.S. Bank – Owensboro, KY **07/2016 to 02/2018**

- Communicated with customers daily to request information and complete paperwork.
- Monitored key dates to obtain information by deadlines.
- Assembled important paperwork and disclosures for borrower.
- Ordered information such as credit reports, environmental assessments and property appraisals.
- Reviewed application files to check for completion and compliance with institutional standards.
- Managed transfer of files for underwriter approval, mortgage loan handling and closing process, resulting in speedier workflows.

Manager

Here We Grow Learning Center – Owensboro, KY **07/2013 to 12/2015**

- Controlled costs and optimized spending via restructuring of budgets for labor, capital assets, inventory purchasing and technology upgrades.
- Expanded cross-functional organizational capacity by collaborating across departments on priorities, functions and common goals.
- Reviewed performance data to monitor and measure productivity, goal progress and activity levels.
- Evaluated employees' strengths and assigned tasks based upon experience and training.
- Offered tutoring and mentoring to school-aged children in need of additional support

Education

High School Diploma

03/2013

Atlantic Coast High School - Jacksonville, FL