

ALEXANDRA HAYES

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EDUCATION

University of Nevada, Reno, *Bachelor of Science in Accounting*, Expected May 2029

- Maintaining a GPA above 3.0 in core business coursework. Currently taking IS 101 and planning to take IS 201 next semester.

EXPERIENCE

Ryan Hayes Insurance Company

Walnut Creek, California

Administrative Assistant

June 2022 - Present

- Review and verify over 300 client insurance records, correcting errors and inconsistencies to ensure compliance with company policies and industry standards
- Organize and maintain digital and paper files by implementing a structured filing process, improving document retrieval efficiency by 15% and reducing record-keeping errors
- Draft over 100 personalized birthday cards to clients monthly, strengthening relationships and fostering client loyalty

Las Lomas High School Link Crew Program

Walnut Creek, California

Student Mentor

August 2024 - May 2025

- Guided 10 freshmen through orientation icebreakers and group challenges, helping students build friendships and adjust to high school
- Provided ongoing support by assisting students with class schedules, finals preparation, and school events, contributing to a 20% improvement in academic preparedness
- Mentored students as a reliable point of contact, raising overall student experience by 15%
- Coordinated activities encouraging participation, increasing event attendance by 25%
- Collaborated with another mentor and staff to organize events, solve problems, and deliver resources

SKILLS

Data accuracy	Ensure information is entered into systems was precise and error-free
Documentation management	Organized records so important information was easy to find and up-to-date
Organization	Managed multiple tasks efficiently while keeping priorities clear and deadlines met
Compliance awareness	Adhered to rules and regulations to make sure all processes met required standards
Analytical Thinking	Evaluated information carefully to identify patterns, trends, and effective solutions