

Wyetta Lane

◆ (623) 210-9528 ◆ (602) 496-2273 ◆ etta@asu.edu

Area of Focus: Administrative Senior Level Support & Customer Service

Executive Assistant and Office Administrator with 12 years of experience working in higher education at Arizona State University. Extensive experience providing daily support to administrators, division directors, department chair, deans, faculty, staff, and students. Self-starter with a consistent track record of promotions. Strong ability to multitask, take initiative, and meet deadlines while maintaining accuracy and efficiency. Additional experience as a course Instructor and Trainer. Reputation for being flexible, reliable, and hardworking.

Areas of Expertise

Office Administration | Executive, Faculty & Student Support | Multitasking |
| Faculty Searches | Academic Personnel Actions | Hiring

WORK EXPERIENCE

ARIZONA STATE UNIVERSITY:

December 2017 to Present

Assistant to Director, School of Social Work

February 2015 to November 2017

Assistant to Director, School of Public Affairs

October 2013 to February 2015

Academic Personnel Manager, W.P. Carey School of Business

June 2012 to October 2013

Executive Assistant to Chair, Department of Chemistry

January 2011 to June 2012

Assistant to Director, School of Mathematical and Statistical Sciences

July 2010 – January 2011

Administrative Assistant, Educational Outreach/Student Engagement – ASU West Campus

June 2009 to July 2010

Executive Assistant to Associate Dean for Academic Personnel, Fulton Institute and Graduate School of Education

January 2005 to June 2009

Administrative Associate

Mary Lou Fulton College of Education, Curriculum & Instruction

Summary of Collective Skills & Accomplishments:

- Support senior level administrators
- Schedule and manage all aspects of monthly faculty meetings, agenda, minutes, meeting logistics, & refreshments
- Liaise with University Provost Office in all faculty hiring matters

- Draft Faculty Offer letters
- Compose correspondence for chair, director, or dean
- Manage all Academic Personnel Actions at the department level and in the dean's office
- Update and maintain records related to staff, students and faculty
- Manage Calendar for senior level administrators
- Supervised five to six staff members
- Hired, trained & supervised three to four student workers
- Managed hiring process for faculty positions
- Responsible for reconciling state and local accounts
- Responsible for reconciling P-card expenditures
- Processed payment vouchers for vendor and adjunct faculty payments
- Facilitated special events (e.g. graduation receptions, faculty workshops & retreats)
- Designed weekly student engagement newsletter
- Monitor and purchase office supplies and equipment
- Department Time Administrator (DTA)

April 2004 – January 2005 MARICOPA COUNTY ATTORNEY'S OFFICE (Mesa AZ)

Legal Support Secretary

- Created, maintained & updated all justice court files for East Mesa Justice Court Attorney
- Daily interaction with public defender's office and other law enforcement personnel
- Backed-up receptionist
- Performed general clerical functions

May 1987 – March 2004 ARIZONA PUBLIC SERVICE CO., (Phoenix, AZ)

Customer Service Representative Trainer

- Demonstrated exceptional classroom facilitation using interactive methods and various learning techniques for call center and business office employees. Class sizes ranging from 10-15 students
- Monitored and coached trainees; evaluated weekly progress/performance, made recommendations to leaders and on-site Spherion Manager for possible areas of improvement relative to classroom participation, attitude and attendance
- Extensive experience in documentation and development of Customer Service training materials.

COMPUTER SKILLS

Outlook, Microsoft Word, Excel, PowerPoint, Publisher, PeopleSoft, Blackboard, Advantage, MY Reports, Dashboard, Sunrise, Social Media (Facebook & Twitter)

EDUCATION

Bachelor of Arts Degree, Education (2008)
Arizona State University, Tempe, AZ

Graduate Course Work in Higher &
Postsecondary Education (2009 - 2010)
and Public Affairs(2016)

AWARDS

- ❖ School of Public Affairs Distinguished Staff Award (2015-2016)
- ❖ CLAS Key Talent Recognition Recipient (2011)
- ❖ College of Education Dean's Excellence Award for Staff Outstanding Accomplishment (2008-2009)

SPECIAL PROJECT PARTICIPATION & COORDINATION

- Project Manager, NSF Workshop Fall 2017- Organizational Issues in Technology Transfer at Federal Laboratories
- Monthly Newsletter for School of Public Affairs
- Department of Chemistry and Biochemistry Convocation Reception Graduate & Undergraduate Students - Fall 2012
- School of Mathematical and Statistical Sciences Convocation Reception Graduate & Undergraduate Students - Spring 2011
- ASU Equity Alliance & FIGSE Excellence and Equity in Leadership Conference - Hyatt Regency Phoenix Spring 2010
- College of Education, Kathleen McCoy Autism Workshop - Arizona State University Spring 2008
- College of Education Graduate Programs Doctoral Students Meet & Greet - Arizona State University 2007, 2008
- Classroom Behavior Management Institute – Arizona State University 2006, 2007 Division Faculty / Staff Breakfast – Arizona State University 2006, 2007, 2008 Holocaust Museum Conference – Arizona State University 2006, 2007, 2008 Division Retirement Events – 2005, 2006, 2007, 2008 Arizona State University Faculty Associates Orientation – Arizona State University 2005 - 2008
- Division Faculty/Staff Retreat – Arizona State University 2005

PROFESSIONAL REFERENCES

Marie Lawrence

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School of Molecular Sciences
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