

TRENTON (Chase) L WOOD

8805 North Plaza #1132, Austin, TX 78753 P: (832) 731-2282 E: trentwood@utexas.edu

Summary

More than 5 years of experience in client care with a background in education, communication, and non-profit. A self-motivated professional with demonstrated skill in advising, analytical reasoning, training, research, clerical functions, and administrative support.

Work Experience

University of Texas at Austin: Utemp

January 2015 – Present

- University Interscholastic League
Administrative Assistant 3/24/15 – Present
 - Document Redaction / Consolidation / Advanced Formatting / Manipulation
 - Award / Meeting / Event Preparation
 - Student Entry Database Creation
 - BigCommerce Editing / Digital Product Maintenance
 - Verification of Contest Reports / Conference Payments
 - InDesign Project Creation / Editing
- Test Proctor 3/11/15
 - Provided Test Materials to Students
 - Checked Student Identification / Attendance
 - Actively Deterred Cheating / Suspicious Behavior
 - Ensured Equal Testing Opportunity

University of Texas at Austin: Office of Student Financial Services

Peer Advisor TIC/ASK/FC October 2013 – December 2014

Part of the first group of students to take part in the experimental work-study position which had previously been filled only by professionals.

- Assisted Students / Parents / UT Faculty with Detailed Policy and Account Information Pertaining to Texas Financial Aid
- Maintained Clear, Calm, and Courteous Communication while Analyzing Accounts for Current / Future Issues and Missing Documentation
- Created Detailed Electronic / Handwritten Notes of Client Interactions
- Assisted Financial Aid Officers in Client Communications / Document Processing / Appointment Scheduling

*TIC: Telephone Intake Center

*ASK Team: Email communication

- Maintained Short-term Case-load

*FC: Front Counter

Austin Partners in Education

Classroom Coach / Class Coordinator October 2012 - May 2013

- Worked with 6th and 8th Grade Students to Improve their Reading / Math / Comprehension / Social Skills
- Coordinated Small Groups of Volunteer Classroom Coaches
- Assisted with Student Progress Documentation

Lone Star College System

Scribe August 2010 - May 2012 The Woodlands, Texas

- Built Professional Relationships with Administrators / Professors / Students to Create Daily Class Descriptions / Detailed Lecture Notes / Personalized Agendas for Students with Special Needs
- Handled Confidential Documentation

Long John Silver's

Team Leader / Cashier June 2010 - August 2010 Conroe, Texas

- Operated Register While Training New Cashiers
- Maintained the Lobby
- Provided Support to Front-line Staff
- Food preparation

Publisher's

Phone Sales Associate February 2009 - May 2009 Conroe, Texas

- Contacted Current / Past Magazine Subscribers by Phone to Maintain / Gain Subscribers

Research Experience

Dr. Raymond Hawkins, Hawkins Lab The University of Texas at Austin
August 2013 – December 2014

- HIT Project: Presented Research Findings as Part of Small Group
 - Eat/Sleep Study: Created Detailed Analysis of In-lab Coding System
- Common Duties: Response Coding / Data Entry / Data Cleaning / Analysis Preparation

Dr. Bob Josephs, Neuroendocrinology Lab The University of Texas at Austin
August 2013 – December 2014

- ACTEMS Project, Supervised by Leslie Rice: Response Coding / Data Entry / Data Cleaning / SPSS Preparation
- ARDVARK Study, Supervised by Ellie Shuo Jin: Completed Literature Review / Conducted TSST / Data Collection

Education

The University of Texas at Austin Austin, Texas

August 2012 - December 2014

- B.A. Psychology
- Minor: Communication Studies
- Cumulative Undergraduate GPA: 3.53

Lone Star College – Montgomery The Woodlands, Texas

January 2010 - July 2012

- A.A. Cum Laude: Psychology Major

Carroll County High School Hillsville, Virginia

August 2004-June 2007

- Advanced Diploma

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Skills

Conflict Resolution

- Texas Licensed Mediator: University of Texas at Austin
May 1st, 2013
- 90 Hours of Conflict Resolution Training
 - *40 Hour Basic Course in Mediation
 - *Advanced Training in Mediation
 - *Basic Course in Group Facilitation
 - *Dialogue Training and Supervised Practice

Communication

- Experienced in Leading One-on-one and Small Group Discussions
- 2 Years Note Taking (Scribe) Experience
- Third Semester Proficiency of American Sign Language

Computer Software

Excel	InDesign
JIRA	Mainframe
Mac	Outlook
Photoshop	Portal
Power Point	Sieble
SPSS	Word

Art

Drawing	Painting
Photography	Sculpting