

Emily Latimer

Some records, references, and certifications may appear under my pre-marital name, Emily Hull.

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PROFESSIONAL SUMMARY

Administrative, operations, and technology-focused professional with 20+ years of experience supporting teams, records, projects, workflows, and customer service. Recent B.S. graduate in Information Sciences & Technology with M.S. coursework in progress, SRUM certified, and training in data analytics, AI tools, Microsoft 365, programming foundations, VR/immersive technology, and process improvement. Open to administrative, operations, project coordination, systems support, customer success, documentation, and entry-level analyst roles in Northern Virginia. Active passport holder and willing to travel as needed.

CORE SKILLS

Project Coordination | Administrative Support | Workflow Optimization | Process Improvement | Remote Collaboration | Records Management | Microsoft Office 365 | AI Tools | Data Analytics | Programming Fundamentals | Documentation | Time Management | Organization | Attention to Detail | Reliability

CERTIFICATIONS & TRAINING

Scrum.org™: Professional Scrum Master I (PSM I) Certification #1325365

LinkedIn Learning: Data Analytics Foundations; Excel Data Analysis, VLOOKUP & XLOOKUP; Microsoft Word 2021 & Microsoft 365; Programming Foundations; Software Architecture; Career Skills in Data Analytics

Coursiv AI: ChatGPT Training, 6-hour course, March 2025 | Claude Training in progress

Penn Foster: Motorcycle Repair Technician Certification, April 2018

CLEARANCE & WORK AUTHORIZATION

Active Secret Clearance | General Services Administration, 2024

Active Passport | Willing to travel domestically and internationally

Authorized to work in the United States without sponsorship

Able to pass background checks, employment verification, drug screening, and polygraph testing

EDUCATION

Master of Science in Information Science, In Progress

The Pennsylvania State University - World Campus (Online)

Bachelor of Science in Information Sciences and Technology

The Pennsylvania State University - World Campus (Online) | Graduated 2025 | Dean's List | 3.2 GPA

Additional Relevant Coursework: Blue Ridge and Germanna Community College IT support courses

HOBBIES / INTERESTS

Worldwide Travel & Cultural Experiences: Experienced global traveler with an appreciation for cultural learning, food, traditions, family values, adaptability, and exploring new environments

PROFESSIONAL EXPERIENCE

Production Assistant | Planet Direct Mail, Manassas, VA

October 2024 – Present | 45 hrs/week

- Support daily production operations, documentation, quality checks, filing, scanning, sample preparation, and workflow coordination.
- Collaborate with production staff, account managers, and internal departments to meet deadlines, reduce errors, and maintain organized records.

Administrative Intern | General Services Administration, Hybrid – Washington, DC

July 2024 – September 2024 | 40 hrs/week

- Utilized active Secret clearance while supporting departmental operations, documentation, coordination, and process execution.
- Assisted with administrative tasks, internal communication, records support, and project-related assignments in a government environment.

Guest Services Coordinator | Escape Salon and Spa, Manassas, VA

May 2024 – August 2024 | 43 hrs/week

- Managed check-in/check-out for 80+ guests daily, coordinated appointments, answered inquiries, and supported a smooth client experience.
- Provided customer service by phone, in person, and through digital communication while supporting clients, stylists, and front desk operations.

Attendance Administrator | State College Area School District, State College, PA

August 2018 – March 2024 | 40 hrs/week

- Managed daily attendance records, electronic filing systems, reports, and documentation while maintaining confidentiality under FERPA guidelines.
- Researched and resolved attendance discrepancies, posted accurate daily summary reports, and communicated regularly with staff, families, and departments.

MotorClothes / Retail Manager | Harley-Davidson, Multiple Virginia Locations

February 2016 – August 2018 | 45 hrs/week

- Led daily retail operations, supported staff training, coordinated inventory processes, and maintained department organization.
- Improved customer satisfaction through prompt issue resolution, product knowledge, merchandising, scheduling, and service-focused communication.

Guest Services Coordinator | High Tech Salon, Multiple Virginia Locations

July 2015 – January 2017 | 43 hrs/week

- Managed front desk operations, multi-line phone systems, client scheduling, social media support, and daily workflow coordination.
- Assisted clients and stylists with service needs while maintaining a clean, organized, and professional office and lobby environment.

House and Pet Sitter | Rover.com, Hybrid – PA/VA | July 2019 – Present | Hours vary

- Manage long- and short-term client homes, household tasks, scheduling, pet care, and client communication remotely and on-site.
- Build repeat client relationships through reliable service, detailed updates, organized records, and strong attention to client preferences.

Additional Early Experience | 2007 – 2015

Customer service, retail, food service, stocking, cashiering, and support roles with Calz Pizzeria, Honey Baked Ham, Target, GO! Toys & Games, Michaels, CiCi's Pizza, Party City, AMC Movie Theatre, and Redken Salon Professional Academy.