

# Rita B. Gray

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## Education

University of Tennessee, Knoxville

- May 2019 • Master of Science in Education, Instructional Technology
- Graduate Certificate in Online Teaching and Learning
  - E-Portfolio: <https://www.ritabgray.com>

Milligan College

- Dec. 1990 • Bachelor of Science in Communications-Public Relations Concentration; Health minor

## Professional Experience

Eastman Chemical Company | Kingsport, TN

Administrative Assistant • January 2020 – Present

University of Tennessee, Knoxville | Knoxville, TN

Academic Coordinator I Department of Chemical and Biomolecular Engineering • October 2011 – September 2019

- Support Department Head, Business Manager, 17 full-time faculty, 60 graduate students, and 450 undergraduate students
- Maintain Department Head's calendar
- Arrange Department Head's travel and reimbursement
- Enter course schedules in Banner, schedule classrooms, and input faculty textbook adoptions
- First line of support for classroom technology issues, software questions, and office equipment issues
- Process incoming and outgoing mail, and answer main telephone line
- Point of contact for tours, recruiting, graduate applications, orientation, and graduation
- Enter admission decisions in CollegeNet CRM Admit system, and prepare graduate offer letters of admission
- Work with Tickle College of Engineering Communications on design of CBE Annual Newsletter, Undergraduate and Graduate Brochures, and Graduate Recruiting Book
- Transcribe faculty meeting minutes

Towson University | Towson, MD

Executive Administrative Assistant • December 2007 – January 2011

- Support Dean, Associate Dean, and the Coordinator
- Update Honors College website
- Arrange Dean's travel and reimbursement
- Manage budget under direction of Dean
- Manage office supplies and purchases
- Prepare offer letters of admission
- Event planner for admissions recruiting, orientation, and graduation

Maryland/Delaware Fellowship of Christian Athletes | Bel Air, MD

Administrative Assistant/Event Planner • December 2003 – July 2005

- Word processing, filing, answering phone, scheduling meetings, managing conference room calendar
- Enter time and provide timekeeping reports as requested
- Manage office supplies and purchases
- Generate thank you donor letters via mail merge
- Coordinate fund-raising events with volunteers and vendors

Eastman Chemical Company | Kingsport, TN

LSE Quality Manufacturing Services Department Secretary • April 1997 – December 1997

- Word processing, filing, answering phone, scheduling meetings, managing conference room calendar
- Enter time and provide timekeeping reports as requested
- Manage office supplies and purchases
- Compile data for monthly measures for the area and ensure monthly measures are kept up to date

Eastman Chemical Company | Kingsport, TN

Department Secretary • August 1995 – October 1995

- Word processing, filing, answering phone, scheduling meetings, managing conference room calendar
- Manage office supplies and purchases

Herrin & Herrin Law Firm | Johnson City, TN

Legal Secretary • December 1992 – July 1995

- Word processing, filing, answering phone, scheduling meetings, managing conference room calendar
- Enter time and provide timekeeping reports as requested
- Manage office supplies and purchases
- Compile data for monthly measures for the area and ensure monthly measures are kept up to date

## Certifications

- Certified Administrative Professional, (CAP®), IAAP
- Customer Service Certification, UTK Employee and Organizational Development
- Organizational Management (OM®), IAAP
- Social Media and Marketing Certification, UTK Conferences and Non-Credit Programs

## Awards

- Professional Member of the Year, Knoxville Chapter International Association of Administrative Professionals (IAAP)(2015)
- Pinnacle Award for Excellence, Knoxville Chapter IAAP (2014)
- Outstanding Support Staff Award, Tickle College of Engineering (2014)
- Outstanding Staff Member Award, Department of Chemical and Biomolecular Engineering (2013)

## Memberships

- International Association of Administrative Professionals (IAAP)

## Publications

Gray, R. (2006). *TLC for Parents of Seriously Ill Children*. Atlanta, GA: CarePoint Ministry LLC.  
doi:978-0979208904

## Skills

- Ad Astra Information System
- Adobe Creative Suite
- Argos Reporting
- Articulate
- Audacity
- Banner 9 Administrative
- Blackboard LMS
- Calendar Management
- Camtasia
- Canvas LMS
- Captivate
- CollegeNet CRM – Prospect and Admit
- Concur Travel System
- Curriculum Writing
- Customer Service
- Digital Signage
- Editing

- Adaptability
- Collaboration
- Confidentiality
- Creativity
- Critical Observation
- Deadline-Driven
- Flexibility
- Follow-through/follow-up skills

### Hard

- Emma E-mail Marketing Software
- Event Planning
- Faculty Textbook Adoption System
- Google Drive/Docs/Sheets
- Grades First
- Instructional Technology
- Keynote
- Mac/PC Operating Systems
- Microsoft Office Suite – (Word, Excel, Access, OneDrive, Outlook, PowerPoint, SharePoint) Advanced Level
- Noli Document Management

### Professional

- Interpersonal Skills
- Leadership
- Organizational Management
- Patient
- Pleasant with Others
- Proactive
- Problem-Solving
- Responsible for Projects

- Online Performance and Retention Reviews of Faculty System
- Online Environment
- PeopleSoft
- Proof-reading
- QuickBooks
- SAP
- SharePoint
- Social Media Marketing
- Transcription
- Travel Planning
- Universal Design for Learning (UDL)
- UX Design
- WordPress
- Writing
- Zoom Video Communication

- Self-Confidence
- Self-Management of Time and Workload
- Self-Motivation
- Service-Oriented
- Strong Work Ethic
- Team –Oriented Player