

Rebekah Harris

Profile

Meticulous and service-driven professional with over five years of experience supporting administrative operations in highly regulated environments. Proven ability to manage confidential records, perform accurate data entry, support documentation workflows, and communicate effectively with the public and internal stakeholders. Experienced with Microsoft Office, virtual meeting platforms, and organization-specific information systems. Recognized for professionalism, accuracy, and meeting strict deadlines.

PROFESSIONAL EXPERIENCE

Assistant Teacher (August 2014-June 2022) and Lead Teacher (August 2022-April 2023), Technology Instructor, IT support, Social Media Coordinator (August 2026-present) Pilgrim Christian Day School; Gwynn Oak, MD

- Design structured learning plans and enforced policy compliance in classroom settings.
- Manage sensitive student data and tracked progress through documentation and reporting.
- Effectively communicate complex information to diverse audiences with patience and empathy.
- Support teachers in delivering age-appropriate learning activities, fostering early language, motor, and social-emotional development.
- Maintain a safe, nurturing classroom environment by assisting with daily routines while modeling positive behavior and emotional regulation.
- Observe and document goals, communicate progress with teachers and parents, and provide individualized support to meet each child's needs.
- System administration through Google Workspace
- Windows Enterprise support
- Support and troubleshoot laptops, mobile devices, and print devices.
- Manage Social Media accounts (Facebook and Instagram)

Legal Administrative Specialist GS-09 Step 1 (April 2023-April 2026), Social Security Administration; Baltimore, MD

- Ensure accuracy and confidentiality of sensitive beneficiary records in accordance with federal policy.
- Analyze and resolve data discrepancies to provide accurate service to beneficiaries.
- Respond to inquiries and collaborate with internal teams to interpret policy and resolve complex issues.

- Created digital documentation workflows using Microsoft OneNote to streamline team knowledge management.
- Achieved weekly processing goals by maintaining timeliness and accuracy under strict deadlines.
- Collaborated on Manager-to-Manager caseloads, handling high-priority cases with meticulous attention to detail.
- Maintains Public Trust
- Recognized with Exemplary Contribution or Service Award (September 2025)
- Recognized with Outstanding Performance Award (March 2026)

EDUCATION

- Bachelor of Science in Cybersecurity Technology, University of Maryland Global Campus (Expected 2028)
- Associate of Arts in General Studies, Community College of Baltimore County (2020)
- Relevant coursework and hands on labs emphasizing IT support, troubleshooting, Linux command-line administration, and technical problem solving.

SKILLS AND CERTIFICATIONS

- Legislative & Administrative Support.
- Data Entry & Records Management.
- Constituent & Public Communication.
- Microsoft Office (Word, Excel, Outlook).
- Virtual Meeting Platform Administration.
- Confidential & Sensitive Information Handling.
- Organizational & Time Management Skills.
- Experience with Linux Command Line
- Support and troubleshoot laptops, mobile devices, and print devices.
- Install, configure, and troubleshoot display, multimedia devices, storage devices, and internal system components.
- Properly and safely diagnose, resolve, and document common hardware and software issues.
- Understand the basics of networking and security forensics.
- CompTIA A+ certified (exp. 2029)
- Working towards CompTIA Network+, and Security+ certifications