

Musa Abdirahman  
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## Education

B.A. African American Studies and Communication Studies Minor  
University of Puget Sound, Tacoma, WA

- Tacoma Public School Commitment Recipient
- Palmers Scholar Recipient
- Advance Research Specialist Recipient
- Black Student Union Executive and Historian

## Professional Experience

Housing Authority of the City of Tacoma, Tacoma, WA

Office Administrator | *July 2023- Present*

Senior Office Assistant | *March 2023-July 2023*

Office Assistant | *August 2022-March 2023*

- Processed applications to create and update client records and information
- Performed detailed verifications and background checks for Special Purpose Vouchers (SPV) and Leasing applicants
- Directed customer inquiries to the relevant personnel
- Handled communication management by taking and making phone calls, evaluating notes, prioritizing mail, and composing and typing correspondence
- Successfully completing tasks in a time-constrained and fast-paced environment
- Scheduled appointments and staff meetings
- Managed incoming and outgoing mail
- Created administrative processes to fulfill organizational goals and increase office productivity
- Delivered helpful and amiable client service
- Exuded professionalism, sensitivity, and commitment to resolving issues and handling situations
- Assisted colleagues in delivering targeted solutions and resolving challenging client concerns
- Upheld expertise in organizational resources and services to ensure best use and support for clients and the larger community
- Organized department process to increase memory retention
- Oversaw the flow of confidential material and correspondence
- Performed Duties in accordance with all applicable regulations, policies, and standards
- Maintained databases
- Shown inventiveness and attention to detail in assigned responsibilities
- Trained colleagues and conducted interviews with potential prospects
- Knowledgeable of the Fair Housing Act, Equal Credit Opportunity Act, and Washington State Residential Landlord- Tenant Act

- Proficient in Microsoft Office, Outlook, Word, Excel as well as, DocuSign, Formsite, Google and Apple services
- Responded to phone and email inquiries regarding waitlist and eligibility
- Processed reasonable accommodations as requested by eligible households

#### Office Assistant

Department of Academic Advising

University of Puget Sound, Tacoma, WA

*August 2018-May 2022*

- Administered and maintained office operation, including greeting visitors, and directed them to the appropriate departments or individuals within the department, responding to phone calls, setting up conference calls and respond to emails
- Used critical thinking to analyze issues, find solutions, and make decisions
- Created and executed record-keeping and office procedures
- Performed administrative tasks, including filing and photocopying, scanning and lamination
- Trusted with over 20 Academic Curriculum Guides to ensure that they are annually updated and available for students, staff, and professors at the institution as well as on the university website
- Microsoft Excel, Word and PowerPoint and Google Products expert
- Developed, reviewed, and optimized forms to handle inquiries and to process data more effectively
- Knowledgeable in academic regulations and collegiate rules
- Trained colleagues and implemented processes to provide a healthy and productive workflow and environment

#### Youth Philanthropy Board Member

Greater Tacoma Community Foundation, Tacoma, WA

*October 2018-December 2021*

- Built collaborative relationships and environment to promote healthy communication and understanding among board members
- Researched and highlighted information and data to board members
- Interviewed non-profit organizations
- Co-facilitated dialogue sessions with youth-serving organizations and community leaders centered on issues impacting youth in Pierce County
- Developed a system of allocating funds to multiple organizations
- Developed skills in design-planning, project management, communication, and group facilitation of YPB curriculum and community dialogue sessions
- Served on board that recommended \$75K in funding for youth serving organizations across Pierce County

#### Summer Intern

Tacoma Urban League, Tacoma, WA

*June 2020-August 2020*

- Created, edited, and published material for the company's partner channels and all of its social media pages
- Created and distributed promotional materials and email campaigns
- Managed databases, memos, and records
- Researched grants and other funding opportunities
- Developed, revised, and edited grant, gift, and contract proposals
- Assisted in a holistic program report and monthly reports
- Updated and supervised social media and website content

## **Leadership Experience**

*The Public*, A Digital News Source facilitated by African American Studies' Public Scholarship Course  
Department of African American Studies at University of Puget Sound

*March 2020-May 2020*

- With the guidance of Dr. LaToya Brackett, professor of African American Studies, established a campus journal named "The Public" during the height of COVID-19 to distribute information on campus and throughout the greater Tacoma community.
- Oversaw the "Campus in Quarantine Column"
- Wrote four opinion pieces on topics ranging from food to the visualization of a private institution as more of a public park than an educational institution.
- Interviewed students and staff on COVID-19's impacts and the University of Puget Sound's response to the outbreak

Greater Tacoma Community Foundation 2020 Census Grant

*November 2019- April 2020*

- Distributed \$8000 funding obtained from GTCF 2020 Census Grant to promote accurate reporting and awareness
- Spearheaded Student Census Team at University of Puget Sound under leadership of Dean of Students
- Utilized media and virtual lines of communication during pandemic to inform and represent college population
- Promoted census using incentives including swag, coffee, t-shirts, sleeves, stickers, and pins
- Advertised census using various mediums including on-campus newspaper ads, and visual media