

## Career Focus

- Clerical and advising work gained through position as a Peer Advisor.
- Experience in Microsoft suite through Office Assistant and Retirement Specialist 1 positions.
- Excellent multitasking and problem-solving skills refined through Retirement Specialist 1.
- Excellent communication skills through four years of customer service experience.
- Passionately focused on furthering my skills professionally.

## Education

Bachelor of Arts: **Political Science** Minor: **Law, Diversity, and Justice**

Western Washington University | Bellingham, WA | Graduation: June 2023

Associate of Arts

South Puget Sound Community College | Olympia, WA | Graduation: June 2021

## Experience

Retirement Specialist 1 (in-training), January 2024-present

Department of Retirement Systems, Tumwater WA

- Gained skills to best help support retirees throughout Washington state.
- Training to be promoted into a Retirement Specialist 2.
- Learn to assist members understand the RCWs and WACs surrounding retirement.
- Helped members withdraw funds from their retirement accounts.
- Working collaboratively with other retirement specialists to understand complex retirement systems.

Office Assistant 3, September 2023-December 2023

Department of Retirement Systems, Tumwater WA

- Helped to support retirement specialists by doing office duties within the Retirement Services Division. Worked on logging beneficiaries' designations in retirement system.
- Helped to process service retirements to then be used by the retirement specialists to help assist customers.
- Helped to index incoming mail to the appropriate queues.
- Worked extensively within a team to best support internal and external customers.

Panelist for the Political Science Association: May 9<sup>th</sup>, 2023

- Abortion after Dobbs Roundtable Discussion

Peer Advisor, September 2022-June 2023

Western Washington University, Bellingham WA

- Assisted students in navigating complex university academic policies.
- Gained skills in clerical work through answering phone calls, greeting students, scheduling appointments.
- Helped to establish constant communication with advisors and students.

Academic Student Advisor, April 2022- March 2023

Western Washington University, Bellingham WA

# Haby Ba

[Habyba964@gmail.com](mailto:Habyba964@gmail.com) Mobile: (360) 280-6088

- Helped over 6 students a day throughout the summer virtually to register for classes.
- Gave presentations to 30 students consistently during registration and helped students navigate Western resources.
- Navigated Western Washington Universities registration process.
- Advised students on complex Math and English placement questions within Western.

Teaching Assistant for Political Theory Class, September 2022- December 2022

Western Washington University, Bellingham WA

- Assisting in the instruction of political theory by facilitating discussions in both small and large groups.
- Working in a virtual setting to foster a professional classroom environment.
- Evaluating students to help facilitate educational growth.

Seasonal Employee May-August 2017, 2018, 2021, 2022, 2023

Columbus Park

- Worked in an office environment by answering phones, checking in camping reservations and running forms of payment.
- Learned to work collaboratively in team to help accomplish a goal.
- Helped to create a fun and safe place for people to enjoy times with families and friends.

Server, November 2020-May 2021

Brookdale Senior Living, Olympia WA

- Served residents of a senior living facility meals, beverages, and snacks.
- Cleaned and maintained facilities to ensure residents had a clean and comfortable dining experience in accordance with Covid-19 policies and regulations.
- Multi-tasked in busy and fast paced dining room while providing excellent customer service.

Seasonal Employee, April-November 2020

Great Western Supply, Olympia WA

- Worked in customer service to ensure satisfaction with landscaping materials.
- Retrieved the orders and running cards to and from vehicles.
- Explained the difference in landscaping materials to best suit the needs of the customer.
- Directed traffic to ensure the safe and efficient flow of traffic in loading areas.

## Languages

- French-basic
- Pulaar/Fulaani- basic