

Christine N. Lyke

606 W. Church St. Rear • Champaign, IL 61821
(217) 493-4746 • lykend79@aol.com

Summary of Qualifications

- Accomplished administrative professional with over 30 years of experience.
- Results oriented with the ability to work successfully in a team environment.
- Poised, confident, ethical and discreet in interactions with individuals at all levels.
- Adept at building positive relationships and communicating effectively.
- Motivated, self-disciplined leader and team member who takes initiative and learns new skills, systems and processes quickly.
- Creative problem solver.
- Flexible in adapting quickly to changing demands.
- High level of proficiency in project management, event planning and supervising personnel.
- Skilled in customer needs assessment; able to interface effectively with internal/external contacts.

Professional Experience

University of Illinois
Department of Asian American Studies

Current
Urbana, IL

OFFICE ADMINISTRATOR

- Act as liaison between department head, university departments and divisions, students and faculty.
- Assist Department Head with budget, departmental goal setting, and program research.
- Assist Associate Head with curriculum development and course scheduling.
- Attend campus and staff meetings with or on behalf of department head; providing input and recommendations for procedures for various departmental activities; implement processes and procedures.
- Oversee day-to-day operations of the department: directing office workload, job description development, hiring, training, supervising and counseling of staff, including student workers.
- Monitor deadlines and evaluates departmental policies and operational procedures.
- Prepare communications and documents on behalf of the department head and distributes appropriately.
- Manage and control confidential documents.
- Proof read and edit documents for the department.
- Attend Core Faculty meetings.
- Attend Curriculum Committee meetings and provide input for curriculum development.
- Attend Advisory Committee meetings.
- Provide administrative support in academic personnel matters such as promotion and tenure, third year reviews, leaves without pay, retirements, resignations and award nominations; and provide support to faculty applying for sabbaticals, Research Board support, and fellowships.
- Engage in outreach activities to other departments within the university for collaboration purposes; discover opportunities for service to Asian American students and faculty in other departments, promote departmental courses to students of other disciplines and network with administrators university wide.
- Initiate, plan and execute events with the purpose of student recruitment, departmental enrichment and alumni advancement.
- Compose correspondence and documents containing sensitive or confidential information; including those that require summarization of staff/faculty input contributions.
- Schedule courses, monitor enrollments, execute overrides and special requests.

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- Maintain and update departmental web site and social media sites.
- Plan and execute fundraising events in conjunction with the college office of advancement.

OFFICE MANAGER

- Oversee day-to-day operations of the department: directing office workload, hiring, training, supervising and counseling of staff, including student workers.
- Engage in outreach activities to other departments within the university for collaboration purposes.
- Plan and execute events with the purpose of student recruitment and departmental enrichment.
- Compose correspondence and documents containing sensitive or confidential information; including those that require summarization of staff/faculty input contributions.
- Coordinate travel arrangements for faculty and visitors including itinerary development and travel reimbursements.
- Review and approve departmental purchases, expenses, payroll and faculty funding.
- Collaborate with designers and department head; providing input on content, aesthetics, and functionality in the design, development and implementation of marketing materials and Web site for the department; update and maintain Web site and social media sites.

University of Illinois Department of Mechanical Science and Engineering

SUPPORT SERVICES

- Coordinate departmental special events, including workshops, investitures, receptions, departmental lectures, student events, and short courses.
- Assist faculty and students with printing, mailing, shipping, placing orders for office or research supplies, travel arrangements and other tasks as assigned.
- Review faculty grant accounts and prepare monthly summary of these accounts for each member.
- Coordinate faculty and visitor travel; develop itineraries, manage logistics and process reimbursements.
- Serve as escort for departmental visitors and VIPs.
- Assist development office with calendar coordination, design projects, event planning, event hosting and post event review.
- Manage multiple calendars.

Champaign County Clerk's Office Deputy County Clerk/Secretary

Urbana, IL

ADMINISTRATIVE SUPPORT

- Manage correspondence for County Clerk; coordinate Clerk's calendar including scheduling meetings and appointments, plan and organize travel and complete expense reports.
- Prepare confidential and other departmental documents that have strict deadlines and require extreme accuracy.
- Prepare press releases and schedule press conferences.
- Compose and coordinate mass mailings.
- Design and coordinate multiple priorities and projects that resulted in improved service from our office to the public.

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- Speak at events attended on behalf of the County Clerk.
- Provide outstanding customer service when handling in person and phone requests from the public for documents, assistance and information. Using diplomacy and follow through to ensure a resolution to their request or problem.

ELECTION ADMINISTRATION

- Recruit, train and guide 700+ temporary election workers for each election through personal outreach, community development and mass marketing campaigns.
- Solicit and analyze comments and suggestions from the public and staff to identify problem areas at the polls on Election Day.
- Recommend changes in procedures and placement of staff to streamline the voting process and insure the integrity of the electoral process in Champaign County.
- Establish and cultivate strong relationships with public officials from around the state to insure that our county remained current on the best practices to integrate in order to best serve the public.
- Co-author nine editions of a multipage voter guide with a budget of \$15,000.00 per edition, arrange for publication and countywide distribution.
- Make public service presentations to community groups ranging from conducting mock elections for school children and the League of Women Voters to question and answer sessions on the electoral process with adult groups.

University Inn

Champaign, IL

SALES MANAGEMENT

- Generate new clients, meet/exceed company sales goals and manage sales team resulting in double the convention revenue during my tenure in the position.
- Design and organize special promotions resulting in increased occupancy during slow seasons.
- Act as manager of the hotel on a revolving basis as part of the management team.
- Solicit and analyze customer feedback resulting in plans for improvement to all areas of the business.

Education

University of Notre Dame

Notre Dame, IN

- B.A. Political Science and Modern Languages.
- Selected for and participated in a yearlong study abroad program in Angers, France.

Continuing Education/Certifications

University of Illinois

- The Human Resources Series for Supervisors and Managers, Illinois Human Resources, Center for Training and Professional Development, awarded June 2016
- Five Days for Change Program, Office of the Vice Chancellor for Student Affairs, awarded June 2014.
- Business Process Improvement Concepts, Business Process Improvement Shared Service, March 2014.
- Lean Concepts, Business Process Improvement Shared Service, 2014

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Computer Skills

Word Perfect
Word
Access
Publisher
Illinois Web tools

PowerPoint
Outlook
Acrobat
Excel
Adobe Contribute

InDesign
SharePoint
Teamwork
AS 400
Banner

Community Involvement / Leadership

- Unit Leader, Campus Charitable Fund Drive
- Member, The Secretariat
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- Member, Executive Club of Champaign County
- Member and Scholarship Committee Co-Chair, The Illinois Club
- Catholic Social Services/Parish work. Organized projects to raise funds to aid the homeless, battered women and troops overseas.
- Cub Scout and Boy Scout leader.
- Chairman of United Way Campaign for Champaign County Clerk Employees.
- Coordinated blood drives and food drives for Champaign County Employees.
- President, Notre Dame Alumni Club of Eastern Illinois.
- Twin-Cities Business and Professional Women. Offices held: Secretary, Vice-President and President.
- Volunteer East Illinois Food Bank.

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References

Deborah Richardson
Administrative Aide
Mechanical Science and Engineering
University of Illinois
1206 W Green St
Urbana IL 61801
217-333-6872
drchrdsn@illinois.edu

Past Supervisor

Prof. Dan Tortorelli
Mechanical Science and Engineering
1206 W Green St
Urbana IL 61801
dtortore@illinois.edu

Friend, co-worker and fellow alumnus

Gordy Hulten
Champaign County Clerk
1776 E Washington
Urbana, IL 61802
217-384-3720
gordyhulten@gmail.com

Past employer

Jeanne Dau
President
Dau Consulting
1250 Nursery Road
Charleston, Illinois 61920
217-549-2564
dauconsulting@gmail.com

Past supervisor

James Mulvaney
Market and Loan Workout Manager
First Financial Bank
One Town Center
Danville, IL 61832
217-554-1313
mulvaney@first-online.com

Friend, colleague and fellow alumnus