

Ashley Spencer

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SUMMARY

Detail-oriented professional with experience in administrative support, documentation, data tracking, technical troubleshooting, and confidential record handling. Proficient with Microsoft Office, including Excel, and comfortable learning new software and working across digital systems. Known for accuracy, organization, reliability, and the ability to work independently while managing detailed information and routine processes.

EDUCATION

Moraine Park Technical College

Web Development and Design — Technical Diploma

Fond du Lac, WI

January 2024 – Present

Moraine Park Technical College

Web Site Coordinator — Certificate

Fond du Lac, WI

January 2024 – December 2024

Rasmussen College-Wisconsin

Medical Assisting — Associate of Applied Science

Wausau, WI

January 2011 – June 2013

EXPERIENCE

In-Home Caregiver

Consumer Direct Care Network

May 2022 – Present

Oshkosh, WI

- Provide reliable in-home support while independently managing assigned responsibilities and daily tasks.
- Maintain professionalism and discretion when working with private client and family information.
- Adapt to changing needs while remaining organized and attentive to details.
- Build and maintain long-term professional relationships through dependable and consistent support.

Residential IT Support Technician

Innovative IT Solutions

May 2024 – June 2024

Fond du Lac, WI

- Diagnosed and troubleshoot software, hardware, and network-related technical problems.
- Performed data backups and transfers while handling digital information carefully.
- Removed viruses, malware, and spyware from residential computer systems.
- Set up and configured printers, upgraded hardware components, and assisted with network setups.
- Worked across computer systems and software to identify problems and complete technical tasks accurately.

Social Media Specialist

Elm Park Farms Ltd.

October 2023 – April 2024

Plymouth, WI

- Created, organized, and maintained digital content across multiple online platforms.
- Monitored digital channels and managed incoming information in a timely manner.
- Analyzed social media data and used findings to provide recommendations for improvement.
- Coordinated content and information to maintain consistent messaging and brand standards.

Key Holder / Sales Associate

50-50 Factory Outlet

September 2022 – December 2022

Fond du Lac, WI

- Tracked, analyzed, and reported store sales performance information to management.
- Counted cash drawers and balanced totals accurately.
- Examined incoming inventory, restocked merchandise, and maintained organized inventory areas.
- Followed daily operating procedures and helped keep store operations organized during high-traffic periods.
- Allocated tasks and maintained attention to multiple operational responsibilities.

Residential Relief Counselor

November 2019 – March 2021

*ARC Community Services, Inc.**Fond du Lac, WI*

- Maintained confidentiality of records relating to client treatment.
- Worked responsibly with sensitive client information in a professional environment.
- Provided consistent support while following established procedures and maintaining appropriate documentation practices.
- Managed responsibilities independently while maintaining a safe and supportive environment.

Social Media and Admin Support

February 2019 – December 2019

*Gloriana LLC**Schofield, WI*

- Provided remote administrative assistance with documents and digital content.
- Developed and edited employee onboarding and annual training materials.
- Developed, designed, and maintained the company website.
- Created and maintained social media content and graphics.
- Assisted with the transfer and organization of website and social media responsibilities.

TECHNICAL SKILLS

Data Entry & Record Maintenance

Microsoft Excel

Microsoft Office / Office 365

Documentation & File Organization

Data Accuracy & Attention to Detail

Confidential Information Handling

Administrative Support

Inventory & Expense Tracking

Technical Troubleshooting

Digital Content & Document Management

Computer & Software Proficiency

Independent Work & Time Management

Microsoft Word

Microsoft PowerPoint

Office 365

Microsoft Windows

QuickBooks

HTML/CSS

Computer Troubleshooting

Operating Systems

Digital Content Management

Canva

Adobe Photoshop