

Wylonda Bernstein

IT Educator Administrative Assistant

Las Vegas, NV 89119

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Willing to relocate to: Las Vegas, NV - -

Authorized to work in the US for any employer

Work Experience

Attendance Coordinator (School Clerk)

Board of Education-Chicago Public Schools - Chicago, IL

August 2011 to September 2021

- Prepared and typed a variety of original correspondence, memorandums, and reports using either a personal computer or typewriter as directed by the school principal and/or the principal's designee;
- Highly proficient using Google and Office Suite;
- Responded to inquiries from students, parents and guardians and the general public concerning school operations and activities;
- Maintained attendance records of students and staff;
- Coordinated and assigned substitute teachers and educational support personnel to vacant work assignments daily;
- Processed and prepared payroll for school personnel, both manually and by operating computerized timekeeping and payroll equipment;
- Processed documents for enrollment or registration for 2000+ students;
- Maintained and monitored the school's petty cash and internal account ledgers;
- Prepared money for deposits;
- Processed payments by cash, check, money orders or credit cards for student fees/activities via mail or in person;
- Processed occasional CNP (card not present) payments for student fees/activities;
- Received and compiled periodic reports involving payrolls, pupil attendance and enrollment;
- Operated personal computers utilizing spreadsheet, database, or other software applications.

Director-Sales Associate and Marketing

Pre-Paid Legal Services, Inc - Ada, OK

April 1998 to August 2014

- Enrolled schools, businesses, corporations and individuals with legal services and identity theft protection plans;
- Recruited, managed and supervised individuals for cold calling, marketing, appointment setting, closing sales, relationship building and follow-up skills;
- Coordinated travel arrangements for a team of 10+ people;
- Scheduled appointments for a team of 2 people;
- Network marketing and weekly recruiting presentations.

Technology Facilitator and Instructional Technology Specialist (Teacher)

Community Youth Development Institute - Chicago, IL

January 2009 to July 2011

- Facilitator for the Information Technology Career Pathway class and associated partnerships;
- Maintained and monitored the daily functions of the (LAN) school network of over 150 PC's and Macs to assure continuous Internet accessibility, stability and security;
- Served as the school's technology "help desk" by investigating and troubleshooting hardware and software problems and report any or unresolved issues to the Principal;
- Maintained 5 computer labs/classrooms, 100+ desktop computers, 15+ staff/teacher laptops, printers, video/digital network distribution center and infrastructure devices;
- Installed computers, peripheral equipment, O/S images, and software as required or when requested by the School Administration.

Computer Instructor

Salem Christian Academy - Chicago, IL

August 2004 to July 2008

- Served as ancillary department chairperson (Computer, Art, World Language-Spanish and Music) for four years;
- Performed non-instructional duties: ancillary department head for three years, computer technician duties, staff training, maintained office equipment & peripheral devices;
- Created and administered an IL state standard technology curriculum for the school;
- Taught lessons in computer applications, keyboarding, internet access and research to over 250 children in 3rd-8th grade;
- Installed, managed and administered a 29-user PC network equipped with microcomputers;
- Received excellent annual reviews for classroom instruction, presentation, monitoring and time management.

Office Clerk II

University of Alabama at Birmingham - Birmingham, AL

October 1996 to April 1998

- Help desk liaison for Information Technology Department and completed license agreements for university departments;
- Secretarial duties for The Faculty & Staff Benevolent Fund providing emergency assistance for university employees and family members;
- Solicited enrollment for The Faculty and Staff Benevolent Fund as a presenter at the weekly New Employee Orientation;
- Provided office and telephone coverage for The Business Services Department in the absence of the office administrative assistant.

Administrative Assistant

American Red Cross-Armed Forces Emergency Services and Social Services - Birmingham, AL

January 1992 to October 1996

- Sent emergency communications TWX messages between the military service men and women, families and ARC;
- Transcribed dictation from night duty workers regarding emergency communications for service men and women pertaining to well-being checks, illnesses, deaths, births, request of leave, M.I.A. status or financial loans;
- Provided proficient administrative duties for Project SHARE providing utility bill assistance for low-income families throughout the Birmingham area.

Education

Candidate - Master's in Educational Leadership

Northeastern Illinois University - Chicago, IL

September 2010 to August 2011

Candidate - Master's in Information Systems and Business Administration

Robert Morris University - Chicago, IL

February 2009 to December 2009

Bachelor of Science in Computer Science

East-West University - Chicago, IL

December 2008

Skills

- 58 WPM (10+ years)
- ACCOUNTING (3 years)
- C++ (1 year)
- DATA ENTRY (10+ years)
- DESKTOP PUBLISHING (5 years)
- Microsoft Windows (10+ years)
- Active Directory (3 years)
- Software Troubleshooting (10+ years)
- Microsoft Windows Server (3 years)
- Computer Networking (3 years)
- Help Desk (10+ years)
- Network Support (3 years)
- Operating Systems (3 years)
- Technical Support (10+ years)
- Time management (10+ years)
- LAN (3 years)
- TCP/IP (3 years)
- DHCP (3 years)
- Microsoft Excel (10+ years)
- Accounts receivable (7 years)
- Microsoft Word (10+ years)
- Adobe Acrobat (5 years)
- Troubleshooting (10+ years)
- WAN (3 years)
- Negotiation (7 years)
- Customer service (10+ years)

- Negotiation (10+ years)
- Accounts receivable (10+ years)
- Classroom management (7 years)
- Classroom experience (7 years)
- Computer skills (10+ years)
- Employee orientation (10+ years)
- Training & development (10+ years)
- Multi-line phone systems (10+ years)
- Time & attendance systems (10+ years)
- Organizational skills (10+ years)
- 10 key calculator (10+ years)
- Marketing (8 years)
- Sales (8 years)

Languages

- French - Beginner

Certifications and Licenses

Microsoft Certified Application Specialist-Office Excel

June 2008 to Present

Assessments

Data entry: Attention to detail — Proficient

October 2021

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Supervisory skills: Motivating & assessing employees — Proficient

October 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Proficient](#)

Senior administrative assistant/receptionist — Highly Proficient

October 2021

Using advanced scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

Working with MS Word documents — Proficient

October 2021

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Proficient](#)

Customer focus & orientation — Proficient

October 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Cashier skills — Expert

October 2021

Counting cash, processing transactions, following written procedures, and attending to details

Full results: [Expert](#)

Retail customer service — Familiar

September 2021

Comprehending and responding to retail customer needs

Full results: [Familiar](#)

Customer service — Familiar

October 2021

Identifying and resolving common customer issues

Full results: [Familiar](#)

Typing — Proficient

September 2021

Transcribing text

Full results: [Proficient](#)

Elementary school classroom management — Completed

September 2021

Managing behavior in elementary school classrooms

Full results: [Completed](#)

Advanced attention to detail — Familiar

October 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Familiar](#)

Managing accounts in QuickBooks — Completed

October 2021

Using QuickBooks software to manage business financials

Full results: [Completed](#)

Scheduling — Highly Proficient

October 2021

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Highly Proficient](#)

Written communication — Proficient

October 2021

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

SKILLS

58 wpm, Accounting, C+, Data Entry, Desktop Publishing

COMPUTER SKILLS

- Certified Microsoft Office • Web Design: FrontPage, • Server Support-Windows Server Specialist-Excel; Dreamweaver, XHTML, 2003;
- Applications-MS Office Suite, Photoshop, In Design; • Desktop Publishing: Lotus Notes, Word Perfect; • OS: Microsoft Windows 2003, Newsletters, posters, business
- Programming Languages-C++, XP, Vista and 7; cards, greeting cards, invitations, JAVA, and C; • Basic Accounting Principles; programs, and calendars;
- Multimedia Presentations • Typing-58 wpm, Data Entry-10,000 ks, 10-key Calculator