KACHA AUGUSTE

Seattle, WA

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Adept employee/student, I grasp new concepts and ideas quickly. Someone you’d want on your team!

# WORK EXPERIENCE

## Vault Specialist/Data Management Backup & Recovery Care Contractor

**Iron Mountain**

July 2019 to Present

* Administrative Work
* Core Network Operations
* Receiving and storage of IT assets and peripherals
* Picking IT assets in preparation for configuration and deployment
* Re-stocking of IT inventory locations, vending and stores
* Safe handling and destruction of IT media
* Monitor movement and control of securities including movement in and out of the vault
* Responsible for receiving, logging and applying unique barcodes to all physical media that are received
* Responsible for maintaining full chain of custody for all physical media, including checking out physical media to
* individuals for production purposes, scanning to shelf locations and all other transactions
* Responsible for barcoding and creating labels for internally created physical media, including LTO to support archiving workflows
* Responsible for maintaining a clean and organized "Vault" system
* Responsible for maintaining all receiving documentation for tracking, reconciliation and audit purposes • Maintained client records
* Reviewed, sorted, and distributed incoming media
* Servicing client servers with data media tapes.
* Handled various miscellaneous administrative tasks

## Administrative Assistance

**Clerical/ Administrative Skills Developed due to Previous Employments**

January 2014- Present

* Administered daily office operations, not restricted to filing documents, maintaining social media accounts, and operating office equipment.
* Provided administrative support to office managers and secretaries.
* Appointment scheduling
* Proofreading and formatting documents
* Performing general office duties, including answering multi-line phones, routing calls or messages to appropriate staff
* Accounts payable

## Collections Specialist

**Diversified Consultants, Inc** - Jacksonville, FL November 2017 to August 2018

* Reviewing open accounts for collection efforts.
* Accounts Receivable
* Making outbound collection calls in a professional manner while keeping and improving customer relations.
* Resolves client-billing problems and rescues accounts receivable delinquency, applying good customer service in a timely manner.
* Collect customer payments in accordance with payment due dates.
* Identify issues attributing to account delinquency and discuss them with management.
* Review and monitor assigned accounts and all applicable collection reports.
* Provide timely follow-up on payment arrangements.
* Mail correspondence to customers to encourage payment of delinquent accounts.
* Faxes documents to accounts and follow up.

**Customer Service Representative** Enhanced Recovery Corp - Orange Park, FL October 2014 to September 2017

**Wells Fargo Mortgage Servicing**

* Handled complex service orders and hostile customers.
* Processed payments and maintained records of mortgage loans.
* Typed letters, forms, checks and other documents used for collecting, disbursing and recording mortgage principal, interest and escrow account payments, using computer.
* Answered customer questions regarding mortgage accounts and corrected records, using computer.
* Was instrumental in Microsoft excel, Word and Power Point and all other Microsoft Office Programs
* Examined documents such as deeds, assignments and mortgages to ensure compliance with escrow instructions, institution policy and legal requirements.
* Recorded disbursement of funds to pay insurance and tax. ∙ Typed notices to government, specifying changes to loan documents such as discharge of mortgage.
* Entered data in computer to generate tax and insurance premium payment notices to customers.
* Reviewed printouts of allocations for interest, principal, insurance, and tax payments to locate errors.
* Corrected errors on customer's mortgage accounts
* Successfully handled tax payments that I was not trained in doing so. ∙
* Was exceptional in offering new products or services.

# ADDITIONAL

# WORK EXPERIENCE

## Certified Nursing Assistant/Administrative Assistant

**Taylor Care Center**

October 2015 to November 2017

## Certified Nursing Assistant

**Greystone Health Network** - Jacksonville, FL January 2014 to October 2015

# EDUCATION

## High school or equivalent

**Orange Park High School** - Orange Park, FL August 2009 to June 2012 (Highschool Diploma)

# CERTIFICATIONS AND LICENSES

## Google IT Support Professional Certificate

March 2020 to Present

# ADDITIONAL SKILLS

* **Administrative**
* **MS Office**
* **Data Entry**
* **Customer Service**
* **Time Management**
* **Bilingual**
* **Distribution (1 year)**
* **Digital Media (10+ years)**
* **Computer Skills (10+ years)**
* **Troubleshooting (5 years)**
* **Mac OS (7 years)**
* **Windows (10+ years)**
* **Google Suite (4 years)**
* **IT Experience (10+ years)**
* **Communications (6 years)**
* **Technical Support (5 years)**
* **Administrative Experience**
* **Virtualization (Less than 1 year)**
* **Help Desk**
* **Active Directory**
* **Customer Relationship Management**