T. Christine Luby

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General Office

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| Profile | | | | | |
|  | A general office worker offering versatile office management skills. Hardworking, competent, continually striving to exceed expectations. Energetic people person, also proficient at sticking to and completing the task. Capable of handling multiple tasks at once while still performing to excellence. Adept at quickly picking up new systems and programs. Trustworthy, with high regard for confidentiality. | | | | |
| Education | | | | | |
|  | Current Student at Washington & Lee University (2013)  Portland Christian High School (2008) | | | | |
| Key Skills | | | | | |
|  | Office Skills: | Office Management  Records Management  Financial Records  Budget Planning | Spreadsheets/Reports  Event Management  Human Resources  Collections | | Front-Desk Reception  Database Administration  Phone, Typing, Filing |
|  | Computer Skills: | MS Office  Windows  Internet Proficient | InDesign  Quark  SPSS | | InstaFacts (a Nelnet company)  AccuFacts |
| Experience | | | | | |
|  | Washington and Lee University | | | Work Study Student | |
|  | Sept-May 2009-Current | | | Office of Health Promotion | |
|  | Responsible for health promotion and media for Washington and Lee University. Designed and produced brochures, posters, videos and powerpoints for Washington and Lee’s health education curriculum which includes national programs such as Green Dot, Life, SPEAK, Red Flag, and 1in4. Also computed data to project university health statistics for university administration. | | | | |
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|  | Portland Christian High School  Summer 2010 | | | Accounts Receivable  Tuition Management  Data Base Management | |
| Responsible for managing five hundred tuition and childcare accounts, donation tracking, student enrollment, financial aid, family and teacher contracts, collections, budget projections and general human resources. Also performed duties as assistant to the Comptroller. Known for maturity, reliability, punctuality, trustworthiness and exceptional performance.  Highlights: | | | | |
| * Managed five-hundred tuition/childcare accounts with gross receipts exceeding $3,500,000. * Setup new family accounts and processed InstaFacts applications (online tuition billing service). * Processed semi-monthly billing adjustments to individual accounts. * Tracked and posted semi-monthly in-house tuition and childcare payments. * Processed new student applications, student withdrawals, and family financial aid. * Prepared application packages including contracts and InstaFacts Agreements. * Helped families begin the school enrollment process, guiding them through applications, references, financial aid, being a liaison between the administration and the new family. * Contacted “past due accounts” and set-up payment agreements. * Monitored payment of past due accounts. * Prepared documentation for accounts sent for collections and debtor bankruptcy hearings. * Managed and maintained Portland Christian School’s student records, class information and class roster data base. * Assisted the Business Manager with projecting the 2010–2011 school year budget. * Earned respect of administration by being well-organized, well-mannered, well-prepared, and well-dressed. | | | | |

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|  | Portland Christian High School  Summer 2008, 2009 | AR Assistant  Receptionist,  General Office |
|  | Responsible for a variety of tasks including tuition/donation tracking, student enrollment, financial aid, family and teacher contracts, and general human resources. Has worked as both the business office receptionist and also as the assistant to the Comptroller. Organized administration meetings, maintained the student and tuition database and was responsible for posting donations and tuition payments. Known for maturity, reliability, punctuality, trustworthiness and exceptional performance.  Highlights: | |
|  | * Viewed as responsible enough to fill in for both the Comptroller and the Business Office Receptionist during their summer absences. * Communicated with families in setting up tuition payment accounts and tracking payments, and financial aid adjustments. * Helped families begin the school enrollment process, guiding them through applications, references, being a liaison between the administration and the new family. * Capable of managing the Business Office. Provided timely, courteous and knowledgeable responses to information requests; screened and transferred calls; and prepared official school correspondence. * Responsible for sending out all student acceptance letters, financial aid acceptance letters, family contracts, and tuition account information. | |