**Denise J. Scott**

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**Objective:** Seeking employment that will provide an opportunity to utilize existing skills and experience, to develop job associated skills, to gain new experiences, and to be a possible long-range asset to your organization

**Summary of Qualifications:**

* Remarkable experience in administrative and clerical support
* Familiarity with office management, organizational methods, procedures, standards, practices and etiquette
* Proficient with General office and equipment inventory, order and maintenance
* Excellent interpersonal skills and ability to maintain confidentiality
* Excellent oral and written communication skills
* Organizational skills – the ability to thrive in a fast-paced and detail oriented environment
* Able to communication, both verbal and written
* Proficient with MS Office computer and data entry skills
* Strong organizational skills and attention to detail
* Profound ability to work well in a team or independently
* Demonstrated ability to provide excellent customer service
* Expert in communicating with people of different backgrounds
* Able to gather, arrange and maintain information
* Performing for or working directly with the public
* Performing administrative activities
* Organizing, planning, and prioritizing work
* Establishing and maintaining interpersonal relationships

**Relevant Experience**

**Mercedes Benz-** *Wilsonville, Oregon* August 2011-August 2012

*Representative Customer Service financial Assistant*

* Directed incoming / outgoing calls to the assigned parties
* Greeted customer that came into the dealership
* Assisted the accounting department with billing and envelopes as needed
* Processes loan approvals
* Helped set prices on cars.
* Worked long hours, including weekends.
* Worked closely with management and other departments.
* Collected all funds for payment on all car deals.
* Provided Dealership paperwork that associated with the sale of a new Mercedes Benz and pre-owned vehicles.
* Provided the business office with complete and accurate paperwork

**CSL Plasma Center** October 13, 2011- July 27, 2012

*Donor Technician Phlebotomist- Gresham, Portland*

* Performed a variety of routine blood drawing procedures to include venipuncture
* Prepared, processed, and stored patient specimens and samples according to departmental procedures using standard techniques and equipment
* Transported specimens to the laboratory for testing
* Utilized standard procedures for the maintenance of positive patient identification
* Performed veni-punctures and skin punctures to obtain a blood sample for laboratory testing
* Two years Laboratory Technician/ Phlebotomist
* Extract plasma from donors Monitor donors through process
* Select samples for processing Enter data in system
* Process plasma in strict regulated time Maintain laboratory inventory
* Prepare plasma and samples for shipment Track shipments to destination
* Monitor freezers’ operating standards

**Construction Hope** *NON- Profit Agency, Portland, Oregon* March 20010 to January 2011

*Office Assistant Support,*

* Organized and maintained filing system and ensured safe work practices.
* Performed specialized tasks and assisted in general office functions.
* Resolved basic office operation problems and offered appropriate recommendations.
* Responded to calls courteously in a professional manner, and maintained employee diary to document daily activities
* Checks, documents and correspondence.
* Answer phone and sent message to the operation manager
* Collected and logged mail into tracking system; sorted and distributed mail to Benefits Company.

**Multnomah Healthy Start Program-** *Portland, Oregon* April 2007 to October 2009

*Teen Advocate case Manager*

* Performed different kinds of health services and care.
* Collaborated with physician and other healthcare members to ensure patient receiving optimal care.
* Evaluated the effectiveness and results of currently offered health care and programs.
* Monitored all the health services and intervened if detected any contravention of norms at the hand of health experts.
* Completed paperwork in order to execute the proper assistance for clients
* Identified the patients passing through critical condition and coordinate the services required to be delivered
* Assured that patients and families proceed efficiently through the course of hospitalization
* Performed other duties as assigned

**Affiliated Computer Service-** *Portland, Oregon* March 2003 to April 2007  
Customer Service Representative/ Project Manager Assistant

* Handle customer complaints, billing question and payment extension/ service requests. Manger a high- volume workload within a deadline- driven environment.
* Creating project plans, implementation schedules for projects.
* Handle customer complaints, billing question and payment extension/ service requests. Manger a high- volume workload within a deadline- driven environment.
* Make service changes, recommend service options and schedule installations for phone, fax and computer lines. Provide detailed and accurate accounts of customer calls for prevention of future audit
* Established, maintained, updated and utilized an extensive manual-based numerical account filing system

**Technical Knowledge**

* Microsoft Office, Outlook And Excel
* Automation equipment and computer software

**EDUCATION / CONTINUING EDUCATION / TRAINING**

**Maple Star Non-profit Agency October 2012- June 2012**

*Portland, Oregon*

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| · Certificate, Professional Ethics |
| · Awareness Training, Certificate, Safe Crisis Management |
| · Certificate, Basic Understanding of Computers |
| · Certificate, High Risk Children: Handle with Care |
| · Certificate, Children and Adolescents |
| · Certificate, Group Work for Human Relations and Development of Civil Harmonizing   |  | | --- | |  | |

* **Portland Community College August 2012-Present**

Major Criminal Justice /Portland, Oregon

* **Herbert Hoover High School 1998-2001**

General Studies /Fresno, California