**Czora Pagsolingan**

1213 SE Wendy Avenue (503) 661-7420

Gresham, OR 97080 [mspaige5@yahoo.com](mailto:Johnson_5373@comcast.net)

# Objective

Seeking an Administrative Assistant position focusing on environmental, health and or training for a national company or educational institution

# Summary of Qualifications

• 5 years implementing and supporting university learning management system (CU Learn) using PeopleSoft, Incorporated, Human Resource Management System training application

• 11 years maintaining required New York State and Cornell University health and safety training for over 250,000 university faculty, staff, students and visitors using campus and off- campus facilities

• 10+ years software experience using Microsoft Professional, Word, Excel, Outlook, Power Point, Access, File Maker Pro

# Administrative/Customer Service

• 11 years Front Desk receptionist for department groups: Occupational, Research, Biological and Emergency Services

• Answered web, telephone and visitor's general inquiries about department services and

university resources

• Evaluated telephone calls and dispatched Emergency Response Services as needed

• Coordinated and arranged logistics for bi-annual Department Safety Representatives

Roundtables on Ithaca Campus

• Daily answered on-line, telephone and visitor questions covering department training, live

and on-line courses, university training policies

# Computer Support

• Helped user/learners access CU Learn, Safetybase and Blackboard, training applications

• Provide on-line, telephone and on-site technical and office support training for 35 military

and government offices and 132 satellite ticket printers in Mid-Atlantic Region

• 5 years developed and wrote training references for 7 different access levels for Safetybase, department training tracking database using Microsoft Office Access

## Professional Experience History

**Learning Management Systems Coordinator**

Cornell University, Environmental, Health and Safety - Ithaca, NY 01-02-02 to 03-01-13

**Office Support**

StafKings Personnel Systems, - Ithaca, NY 10-30-01 to 12-31-01

**Regional Systems Coordinator**

Satotravel - Jacksonville, NC 07-01-89 to 03-01-01

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Education

**AS Business Management,** Mt. Hood Community College – Gresham, OR

**Travel Agent Certification**, International Air and Hospitality Academy - Vancouver, WA

**Training/Development**

* National Career Readiness Plus Certificate Level 4 Silver
* Microsoft Office 97/2000 and 2010 Professional Access, Excel, Word, PowerPoint and Outlook
* Basic A+ Certification Hardware
* ICS-100: Introduction to the Incident Command System
* IS-700: National Incident Management System, An Introduction
* Cornell University Office Professional Certificate
* New York State Food Handler Certificate
* Ithaca Youth Bureau and Cayuga Kiwanis Youth Baseball Concessions Project Coordinator
* Immaculate Conception Church Pastoral Council

**References**

* Ted Murray, Associate Director - Operations

Cornell University, Environmental Health and Safety,

395 Pine Tree Road, Suite 210, Ithaca, New York 14850

607-255-8200

* CWTSato Travel - Human Resources

701 Carlson Parkway, Mailstop 8206, Mailstop 8206

Minneapolis, Minnesota, 5305

1-800-213-7295

* Carol Katchmir, Branch Manager

StafKings Personnel Systems

224 S. Fulton Street, Ithaca, New York 14850

607-273-1054