**Czora Pagsolingan**

1213 SE Wendy Avenue (503) 661-7420

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# Career Summary

Combining 21 years of Administrative Support, Customer Service and Training developing, implementing, and tracking a health, safety and compliance training program at Cornell University and opening, managing and closing Satotravel offices within the United States and internationally experience has taught me many skills to succeed. The ability to communicate, listen and talk to a diverse group of people, to be part of a team while working independently and to continually grow professionally, academically and personally is important for me to give outstanding service to everyone outstanding service to clients and customers.

# Summary of Qualifications

• 11 years developed, implemented and documenting department health and safety compliance training using three applications: university learning management system (CU Learn) using PeopleSoft, Incorporated, Human Resource Management System, Blackboard,

on-line training and Safetybase, department created training tracking program using Access

• 11 years assisted in training over 250,000 university faculty, staff, students and visitors of diverse multicultural, educational and multigenerational backgrounds to understand and

complete required New York State and Cornell University health and safety compliance

training

• 10+ years software using Microsoft Professional 2007 and 2010 Office: Word, Excel, Outlook, PowerPoint, Access, and File Maker Pro

# Administrative Support and Customer Service

• Responded to web, telephone and visitor's general inquiries and complaints about department services: Occupational, Research, Biological and Emergency Services and university resources

• Evaluated telephone calls, dispatched Fire Alarm/System Services as needed or transferred to

Cornell Police Emergency Response Team

• Answered on-line, telephone and visitor questions about department health and safety

training courses and applicable university training policies and procedures

• Scheduled and arranged bi-annual Department Safety Representatives Roundtables for 80 plus staff, faculty and outside speakers covering various health and safety topics

* Represented department at university and community events as Lead Mobility and Mobility Impaired at Senior Convocation, Area Gate Leader at Save Our Slope, Information Table at university Graduation day

# Training and Computer Support

• Created and developed training guides for internal and external learners to access Cu Learn,

Safetybase and Blackboard applications

• Generated health and safety training reports for department, colleges and New York Health and Safety inspectors yearly and upon request

* Developed and wrote user manuals for the different access levels in Safetybase and CU Learn
* On-call and on-site technical training and office equipment support at 35 military and government offices and 132 satellite ticket printers for Mid-Atlantic Region United States

and Europe Satotravel offices

* Coordinated projects of opening, upgrading equipment, relocating and closing of Satotravel offices between corporate headquarters, vendors, Airlines Reporting Corporation (ARC) and applicable international travel office requirements

## Professional Experience History

**Volunteer**

Food Distribution, Immaculate Conception Food Pantry- Ithaca, NY 01-02-09 to 07-03-13

Project Coordinator, Ithaca Youth Bureau & Cayuga Kiwanis Youth Baseball Concessions - Ithaca, NY 04-02-13 to 06-08-13

**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, SatoReserve GSA Branch Manager, El Toro Marine Corp Airbase Branch Manager, Marine Forces Reserve Key Coordinator, Travel Agent**

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

Education

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

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

**Other Skills**

* National Career Readiness Plus Certificate Level 4 Silver 2013
* 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
* 2011 New York State Food Handler 8 hour Certificate
* Ithaca Youth Bureau and Cayuga Kiwanis Youth Baseball Concessions 6 years

average sales for 8 week period $2500 - $4000 a year

* Immaculate Conception Church Pastoral Council 2010-2013
* 2012 Tompkins County, New York Volunteer Organization of the Year

Immaculate Conception Food Pantry

* 2011 Tompkins County, New York Volunteer of the Year
* U.S. Fire Administration Coffee Break Training on-going

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**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