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**David Monaghan**

7101 NE 109th St Apt P-125 - Vancouver, WA 98686

davidb.monaghan@gmail.com - 602-319-6320

**Work Experience**

Randstad/Southern Ice Customer Service/Order Desk

Phoenix, AZ June 2013/August 2013

* Receive incoming calls from techs/repair companies and third party service people for parts, cost quotes and inventory availability
* Process incoming requests for parts, ship daily via UPS, create mailing labels, package parts, process credit card payments and ensure correct packing slip information
* Assist walk-in parts customers, process credit card payments, place parts on Will-Call, assist in department as required including creating parking lot signs and equipment specials flyers

Randstad/US Bank Administrative Assistant II

Phoenix, AZ October 2012 to December 2012

* Review, categorize and complete applicant file information in order to complete mortgage loan cancellation process sending same to out of state archive

Managed Staffing/Aetna Administrative Assistant

Phoenix, AZ June 2012 to July 2012

* Manage incoming email routing to appropriate recipients, maintaining internet contact log via Excel spreadsheet
* Assist with other department tasks as required

Management Trust Administrative Coordinator

Phoenix, AZ December 2011 to March 2012

* Process daily HOA violation reports, mail violation letters with associated fines to occupants according to CC&Rs

Corestaff/Tiny Prints Customer Service / Call Center

Phoenix, AZ October 2011 to February 2012

* Assist online customers navigate website, resolve technical issues, place orders and process credit card payments via phone; maintain call log

Safeway RFSC Administrative Coordinator

Phoenix, AZ May 2007 to May 2010

* Process vendor invoices obtaining required information, maintaining accurate records for vendor reference and Environmental Protection Agency reporting; Maintain sensitive information according to governmental regulations; Order Freon gas maintaining accurate daily records for vendors

**Education**

Associates of Applied Sciences South Seattle Community College Seattle, WA

Paralegal Pierce College Steilacoom, WA

**Skills**

\* All aspects of 98/2000/7 /XP/Vista  \* Legal Research  
 \* PC Assembly  \* Customer Service  
 \* Microsoft Office Suite  \* Compliance Administrator  
 \* Proficient in Quickbooks  \* Administration Assistant  
 \* Configure DNS, DHCP, WINS, RAS, ISA   
 \* Install, Configure MS Windows 7, XP, Vista   
 \* ACT! 

**Military Service**

Service Country: United States

Branch: U.S. Navy

Rank: E-4