**ETTA J. TUCKER**

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**Portland OR 97217**

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**OBJECTIVE:** To be gainfully employment with a diversified and enterprising company where I can use the experience that I have and learn more as I grow within.

SKILLS: Strong customer service orientation, detail orientation; excellent verbal communication; problem solving skills; strong organizational skills, Microsoft office suite, typing 55 WPM, 10 key by touch and multi-tasker

**PROFESSIONAL EXPERIENCE:**

**Remedy Staffing Portland OR May 2013 to Present**

**Accounting Receptionist**

Answer incoming telephone calls, screened and direct to appropriate recipient, greet persons entering organization and direct to correct destination, data entry for accounts payable and receivable. day to day support for the receiving department, matching acknowledgements with purchase orders, match incoming packing slips with appropriate invoices and follow up with vendors on open purchase orders, updating the information in the accounting program.

**Adecco Inc. Beaverton OR Apr 2013 to May 2013**

**Loss Mitigation Processor**

Processed mortgage loan files, reviewed all verifications, title reports, appraisals and insurance policies. Ensure that all required disclosures are sent and received in a timely manner according to underwriting guidelines.

**Optic Staffing Portland, OR Apr 2013 to Apr 2013**

**Human Resources Assistant**

Assigned to Evarz as a Human Resources Assistant; my duties included scheduling examinations by coordinating appointments; welcomes new employees to the organization by conducting orientation; Submitting employee data reports by assembling, preparing, and analyzing data. Maintains employee information by entering and updating employment and status-change data. Provides secretarial support by entering, formatting, and printing information; organizing work; answering the telephone; relaying messages; maintaining equipment and supplies. Maintains employee confidence and protects operations by keeping human resource information confidential. Maintains quality service by following organization standards and contributes to team effort by accomplishing related results as needed.

**Department of Human Services Portland OR Feb 2007 - Sep 2011**

**Human Services Specialist III**

Interview participants to obtain information to assess and determine if there is a need for services where possible. Discuss and reinforce the agency’s mission, emphasizing the agency’s services are a temporary solution to stabilize families and the agency’s goal is to help them achieve self-sufficiency as quickly as possible. Makes preliminary assessment of family’s needs. Assist in the development and delivery of workshops and orientations that provide guidance on issues related to participant’s employment and self-sufficiency, and job placement. Provide assistance in obtaining child support and represented the agency, if assigned, in court actions requiring testimony about participants involved in legal actions.

**Lead Worker**

Researches and answers questions about assistance and related medical programs policy, procedures, statutes, and regulations for eligibility workers and support staff; prepared cases and represents agency at administrative hearings to give general information or reasons for denying or adjusting benefits and reverses decisions if needed. Selects cases for audit and reviews all documents and forms for complete information and proper formats. Verifies proper determination based on information in file and made adjustments if needed. Analyzes results of audits for patterns and types of errors, makes comparisons to determine training needs and discusses decision making and case management practices with eligibility workers. Confers with supervisor and eligibility workers to discuss findings and conclusions of audits. Assigns duties to eligibility workers and support staff and adjust for shifting workloads and schedules.

**Department of Human Services Portland OR Jul 2006 to Feb 2007**

**Human Services Specialist I**

Greet clients and visitors; r Respond to requests and provide information to clients. Direct clients and visitors according to current office procedures. Receive and date-stamp paperwork, distributes papers to the correct staff, handout forms on request, give out and explain applications as appropriate. Operate through the various DHS computer screens and systems to obtain needed customer information and enter changes on the computer; type letters and notices. Compile and maintain forms and redetermination packets ensuring that all forms required by the branch and workers included in each packet. Receives and answers questions from clients of a general nature not requiring that the client speak to a caseworker; schedule appointments for workers. Reviewed application forms. Ask clarifying questions to verify information and answer multi-line phone system, respond to client inquiries, transfer calls and make appointments per branch guidelines, refer calls to other agencies when appropriate. Direct calls to worker or take messages as necessary.

**Today's Office Staffing Portland OR Apr 2004 to Jul 2006**

**Loan Documentation Specialist**

Assigned to various Financial Institutions; I was responsible for processing loan applications in compliance with bank policies, meeting investor guidelines and lending strategies. Meet potential customers to assess their needs, collect data, verify documents and ensure the completion of applications. Work closely with loan officers, obtain credit information, coordinate closings, calculate closing costs and disperse funds. Monitor loan processes, reviewing reports, assist clients with payments and complying with state and federal regulations.

**Spherion Staffing Portland OR**  **Apr 2001 to Mar 2003**

**Human Resource Reception**

Assigned to Kaiser Permanente Payroll Department**; my duties included;** Maintaining the front office; greet visitors and vendors, answering call on 10 line system with 35 extensions, word processing, data entry onto spreadsheets, collected and distributed incoming faxes and mail, created and maintain office work flow chart to include business and emergency contact information. Maintain upkeep of office supplies (including mail postage), process outgoing FedEx and UPS pickup and delivery, schedule conference rooms and order equipment needed for the conference, issued visitor passes and maintain log, provided other duties as needed by the office and worked various projects as they became due.

EDUCATION: High School Diploma, Diversity Training and Domestic Violence 101