MARY ENTRIKIN

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**OBJECTIVE:** To obtain a position in an office environment, where there is a need for a variety of office management tasks including – computer knowledge, organizational abilities, customer service skills and database program use.

**EXPERIENCE**

**SETERUS, INC (ADECCO),** Beaverton, OR

Claims Reconciliation Analyst

Aug 2011 – present

* Reconcile mortgage insurance claims
* Research and determine payable charges on curtailments
* Submit supplemental claims on non-paid allowable charges

**PORTLAND DEVELOPMENT COMMISSION,** Portland, OR

Associate IT Technician

Sept 2004 – July 2010

* Administration of Altiris Asset Management database
* Computer equipment and software purchasing, inventory and tracking
* Created and maintained procurement log
* Managed and tracked Software licensing
* Telephone and voicemail coordination
* Created filing system and maintained files and contracts for department
* Prepared Purchase Orders and invoice payment requests for department
* Made travel arrangements for department
* Prepared travel reconciliations
* Coordination of computer and telephone training for employees
* Coordination of equipment and telephone moves
* Assisted with yearly budget preparation and created tracking spreadsheets
* Coordination of Enterprise Content Management for department
* Central contact and administrative support for department
* First-tier help desk support

**PORTLAND DEVELOPMENT COMMISSION**, Portland, OR

Senior Administrative Specialist

Oct 2001 – Sept 2004

* Contract and payment request review
* Processed A/P payments
* Posted and reconciled deposits
* Processed wire transfers
* Processed employee travel expense reconciliations
* Maintained AP vendor database
* Maintained Escheats and Expenditure Authority programs
* Administered Purchasing Card program and reconciliations
* Archival research
* Processed 1099 forms for taxes
* Assisted with CAFR (Comprehensive Annual Financial Report)

**BUSINESS TELEPHONE EXCHANGE**, Portland, OR

Office Manager

June 1984 - March 1999

* Managed all facets of call center operation
* Customer service for billings and account management
* Accounts Receivables
* Sales of accounts
* Office supply/Inventory management
* Created computer spreadsheets and correspondence
* Operation and training of multi-line EVE computer phone and voicemail system

**EDUCATION**

June 1985 Franklin High School Portland, OR

* General studies diploma with an emphasis on business classes

2007-2009 New Horizons Computer Learning Center Beaverton, OR

* Certificates of Completion in MS Office Suite Applications courses
* Certificates of Completion in A+Essentials and A+IT Technician courses

**SKILLS**

* 10-key by touch
* Keyboard 70 wpm
* MS Office Suite applications – intermediate to high level

MS Outlook 2007

MS Word 2007

MS Excel 2007

MS Visio 2007

MS PowerPoint 2007

* Altiris Asset Management 6.5