**Laura Jones**

1088 Evergreen Ave. NE, Salem, Oregon 97301

503-409-7027 laj1621@comcast.net

**Key Skills and Abilities**

* Effective computer skills:
* Operate copiers, printers and other office machines
* Organize and work with detailed records
* Work independently
* Solve problems
* Communicate effectively

**Work Experience**

**Receptionist, Collections Unit** OR Dept. of Human Services 3 years

* Phones and incoming mail
* Greet visitors and accept payments or direct as appropriate
* Verify adjustments
* Data entry
* Filing
* Purge files and prepare for archive
* Prepare billing letters
* Daily check log
* Order supplies

**Computer Services Clerk** OR Children's Services Division 5 years

* Schedule, submit and monitor computer jobs
* Research and correct errors
* Establish and maintain necessary records and controls
* Report distribution
* Maintain program documentation library
* Computer file management

**Word Processing Specialist** OR Children's Services Division 6 years

* Create and edit documents from hardcopy and machine dictation
* Proofreading
* System maintenance

**Education**

High School Diploma Toledo High School

National Career Readiness Certificate - Gold T6D6PCRH8T44 ACT, Inc.

Verify at http://www.act.org/certificate/verify.html