**TANJA KARSTEN**

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**SUMMARY OF QUALIFICATIONS**

* excellent customer service abilities and interpersonal skills, strong work ethic and professional work demeanor
* bilingual in German and English
* excellent communication skills
* very organized with attention to detail and analytical skills
* work independent as well as a team player with minimum supervision, outgoing personality
* handled difficult and complex tasks while working fast with high level of accuracy in a dynamic, fast paced and continually changing environment with frequent interruptions
* multitasking, prioritizing, managing situations, solving problems and finding resolutions
* project orientated and able to meet deadlines
* ability to understand, recognize, and protect highly confidential information
* typing skills, including 10-key punch
* provided technical support with printer, photocopier and fax machine, scanner, scantron machine

**SUPERVISORY EXPERIENCE**

* trained new colleagues with no previous experience on job skills, also made sure they carried out everyday tasks, provided trainees with general knowledge about bankruptcy benefits proceedings
* supervised up to 6 coworker
* created new forms for the entire team when equipped with computers in 1996, updated those forms according to law changes there after
* reorganized work flow within the team for more efficiency in the work place
* organized and distributed departmental incoming mail
* had authority to approve payments up to 250.000.00 € in one amount

**COMPUTER SKILLS**

* proficient in MS Office Software Excel, Word and Outlook
* Datatel
* Payroll with Lexware
* Several email formats and the internet

**EDUCATION**

Staatliche Berufsschule Sulzbach-Rosenberg, Germany 09/1989 – 07/1992

and Agentur fuer Arbeit (Federal Employment Agency Nuremberg, Germany)

Training as Specialist for Labor Support, finished with a professional school degree

**EMPLOYMENT HISTORY**

**CTC Central Texas College, Killeen, TX** 01/06/2010 - 04/30/2011 Clerk II C&I Evaluations, Student Services

* entered students military and transfer credits into Datatel system for C&I (Army, Navy, Marines and their dependents) and GoArmyEd
* typed SOC-Agreements for C&I and Degree Builders for GoArmyEd with MS Excel
* checked files that were getting destroyed for credits that were not in Datatel, entered missing credits from hardcopies
* changed location codes in Datatel for files that were sent back to the file room
* organized contents of files and typed file return lists, brought files into the file room
* reviewed the Washington Report
* created and purged files in the file room

**CTC Central Texas College, Killeen, TX** 11/16/2009 – 11/25/2009

(Temporary employment through manpower)

Proctor for Testing Department

* handed out test sheets to students, recorded beginning/end times of test taking
* calculated test results with scantron machine
* administered and organized test sheets and answer keys
* created answer keys for scantron machine

**Agentur fuer Arbeit, Nuremberg**  02/2008 – 10/2008

**(Federal Employment Agency Nuremberg, Germany)**

Specialized Clerical Assistant for voluntary supplemental insurance in Unemployment insurance

* informed customers via telephone calls and office visits about the voluntary supplemental insurance in Unemployment insurance benefits
* accepted forms, inspected paperwork for accuracy and completeness of supplemental documents and data
* created files manually and entered data into MS Access database, maintained those files
* checked if the conditions for voluntary supplement insurance in unemployment insurance were met
* produced the insurance policy if the customer was eligible for entitlements
* monitored regular deposit of the contributions, produced payment deposit certifications
* terminated the voluntary insurance when conditions were no longer met, produced necessary certifications for claims

**Agentur fuer Arbeit, Nuremberg**  07/1992 – 10/2008

**(Federal Employment Agency Nuremberg, Germany)**

Specialized Clerical Assistant for bankruptcy finance

* informed customers via telephone calls and office visits about the bankruptcy benefits
* participated in business meetings with management and the bankruptcy lawyers to inform up to 800 employees of an insolvent company
* created files manually and entered data into MS Access database, maintained those files
* checked if a so-called insolvency event was given after collecting information from health insurance, revenue office, commercial court and bailiff
* processed the claims for bankruptcy benefits, particularly under due consideration of labor law and working hour regulations
* also had to interpret and follow federal laws as well as written directives and regulations of the Federal Employment Agency when processing claims
* determined the claims against bankruptcy benefits on the basis of certifications from the insolvency lawyer or insolvent employer, using time sheets, pay slips, contract of employment and labor court rulings, created payroll accounts and pay slips with Lexware software
* examined personnel for necessary employment status, sent out rejection notes when customers were predominantly independent active or had employer characteristic activity in the company
* disbursed the bankruptcy entitlements, sent out written notices and certificates for the revenue office to customer about payment amount
* reimbursed the social insurance contributions to involved health insurance companies
* registered the distributed amounts of bankruptcy benefits to the insolvency table held by the insolvency lawyer and monitored the reimbursement, cooperated with the insolvency lawyers and the insolvency courts
* properly archived and purged files electronically and manually with regard to storage time periods