

**Hilary A. Delage**  
**42 Warren Street**  
**Cheshire, Connecticut 06410**  
**(203) 271-2365**

**PROFESSIONAL EXPERIENCE:**

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| 12/06 – Present: | Winter Associates, Inc.<br>Office Manager  | Plainville, CT |
|                  | <ul style="list-style-type: none"><li>• Manage/Supervise Personnel</li><li>• Hiring and terminating of all employees.</li><li>• Typing all correspondence, filing personnel information, answering phones</li><li>• Answer questions from employees on their benefits and company policies</li><li>• Coordinate Human Resources benefits and office administration</li><li>• Work with staff to maximize customer satisfaction</li><li>• Install and upkeep of Auction Database program</li><li>• Manager “Live” online auctions</li><li>• Manage and update website.</li><li>• Manage tenant issues, maintenance/repair and lease renewals for properties</li></ul> |                |
| 1/05 – 1/07      | Cooperative Systems, LLC<br>Office Manager   | Hartford, CT   |
|                  | <ul style="list-style-type: none"><li>• Responsible for regular scheduling for ongoing support and customer projects</li><li>• Initial diagnostic troubleshooting with customer to best assist with the solution.</li><li>• Coordinate Human Resources benefits and office administration</li><li>• Typing all correspondence, filing personnel information, answering phones</li><li>• Place equipment orders and coordinate for projects and customer needs</li><li>• Work with staff to maximize customer satisfaction</li></ul>  |                |
| 6/03 – 1/05      | Stanco, Inc.<br>Office Manager   | Cheshire, CT   |
|                  | <ul style="list-style-type: none"><li>• Answer telephones, Customer Service.</li><li>• Generate all inspection reports from field notes and dictation.</li><li>• Generate invoices, pay bill, and payroll with Quick Books.</li><li>• Track radon machine rentals and calibrations.</li><li>• Prepare and send all correspondence.</li></ul>   |                |
| 12/00 – 1/05     | DeVylder Wholesale Florist, Inc.<br>Office Manager, part-time.   | Cheshire, CT   |
|                  | <ul style="list-style-type: none"><li>• Customer service.</li><li>• Converting whole book keeping system into Quick Books Pro.</li><li>• Keeping handwritten invoices correct.</li><li>• Assist with pulling orders during extreme busy season to ensure quality product is delivered to the customers.</li></ul>  |                |
| 9/98 – 6/03      | Family Day Care Provider<br>Owner/Operator   | Cheshire, CT   |
|                  | Caring for up to 6 full time children. Age ranges from 8 weeks to 11 years old.  |                |
| 1/98 – 9/98      | At Home Mother of Three  | Cheshire, CT   |
| 2/95 – 1/98      | Custom Bottle of Connecticut, Inc.<br>Human Resources Manager  | Naugatuck, CT  |
|                  | <ul style="list-style-type: none"><li>• Building up the department to meet the requirements of the newly expanded company.</li><li>• Converted time keeping system from hand written to computerized (Simplex System) for ease of payroll, tracking all personal, sick and vacation time.</li><li>• Created the first company handbook.</li><li>• Introduced an Employee Assistance Program, Drug Testing and Pre-Employment physicals.</li><li>• Hiring and terminating of all employees.</li><li>• Worked with Temporary agencies to find quality employees for our factory.</li></ul>   |                |

- Attended all unemployment hearing with 75% success rate. Worked with the Unemployment Office to find employee and displacement for those not suitable for our factory.
- Reduced Workers' Compensation costs and incidents to a minimum.
- Created Safety Committee with employees and Workers' Compensation Insurance Agency.
- As well as typing all correspondence, filing personnel information, answering phones, updating HR database, answering questions from employees on their benefits and company policies.

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## **SKILLS:**

Shorthand/Speedwriting, and Transcription.

Knowledge of Excel, Microsoft Word, Windows NT, Microsoft Office, Access, PowerPoint, Outlook, Novell Groupwise, ACT!. FrontPage, RFC Database, Most Web browsers, Quicken, Quick Books, OSX, and Microsoft Suite software packages.

Experience with Macintosh and IBM/Dell compatible hardware.  
CPR and First Aid Certified

## **EDUCATION:**

1996 –1998	Naugatuck Valley Community College, Business Program	Waterbury, CT
1991-1992	Katharine Gibbs School, Legal Secretarial Program.	Boston, MA
1987-1989	Framingham State College, Environmental and Urban Planning.	Framingham, MA

## **ACCOMPLISHMENT:**

6/87-7/87	Hurricane Island Outward Bound School, Maine Sea Program.	Coast of Maine
9/02 – 6/02	Darcey School PTA Member In-School Volunteer Coordinator.	Cheshire, CT
9/04 – 6/06	Girl Scout Troop Leader	Cheshire, CT
9/03 – 6/09	Doolittle School PTA Member	Cheshire, CT
9/04 – 6/05	Doolittle PTA Vice President	Cheshire, CT
9/09 – Present	Dodd Middle School PTA Member	Cheshire, CT