

HEATHER M. NOCERA

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OBJECTIVE

To obtain a challenging position as an Administrative Assistant/Office Clerk offering opportunities for advancement and growth while capitalizing upon my extensive work experience, excellent communication skills and organizational abilities.

PROFICIENCIES

- Excellent Communication Skills (Verbal and Written)
 - Outstanding Planning, Organizational, Analytical and problem solving techniques
 - Computer Literate: Microsoft Office Suite, Outlook, Windows Operating Systems, AMSI Operating System, Quick books
 - Excellent Leadership skills / Management Skills
 - Excellent Team Member
 - Excellent Ability to Adapt to Changes
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PROFESSIONAL WORK EXPERIENCE

Colony Opticians *Executive Assistant*

Wallingford, CT
2005 - 2009

- Managed all aspects of office operations
- Provided patient staff relations
- Maintained Patient/customer files
- Maintained patient schedule for Opticians
- Purchased and maintained all supplies
- Provided weekly and monthly reports
- Payroll, accounts receivable, accounts payable.

New England Building Products *Administrative Assistant*

Meriden, CT
2004 - 2005

- Provided high-level administrative support
- Processed work tickets received from sales team
- Received and directed incoming telephone calls
- Handled payroll, accounts receivable, accounts payable
- Provided quotes for customers
- Maintained customers' credit files
- Performed clerical duties such as prepared correspondence, received visitors and assisted with inventory.

Radio Frequency Systems / Spherion Tem Agent *Administrative Assistant / Quality Department*

Meriden, CT
2003 - 2004

- Maintained inspection reports
- Processed and followed up on RMA reports
- Provided daily, weekly and monthly reports
- Organized and maintained supplier rating list
- Updated specification manuals
- Organized end of month meetings
- Assisted safety manager with the upkeep of MSDS Logs.

**LEASING / MANAGER
WORK EXPERIENCE**

Epoch Management, Summit at Metro West

**Orlando, FL
1999 – 2002**

- Operated AMSI system
- Provided unit showing to interested and potential tenants
- Tended to tenants' apartment needs
- Followed up with tenants maintenance work orders
- Collected monthly rental payments
- Handled accounts receivables, bank deposits, supply orders, posted rentals weekly activity reports, delivery notices, resident applications, ran credit reports and checked residents' references
- Maintained the upkeep of the model units.

Sentinel Management

**Orlando, FL
1996 – 1999**

- Operated AMSI system
- Provided unit showing to interested and potential tenants
- Tended to tenants' apartment needs
- Followed up with tenants maintenance work orders
- Collected monthly rental payments
- Handled accounts receivables, bank deposits, supply orders, posted rentals weekly activity reports, delivery notices, resident applications, ran credit reports and checked residents' references
- Maintained the upkeep of the model units.

**Parkway Village
Contract Processor**

**Kissimmee, FL
1994 - 1996**

- Handled all aspects of potential buyers qualifications
- Performed credit checks and applications
- Performed administrative duties such as prepared correspondence and contracts, filed pertaining information and reports and answered incoming telephone calls.

EDUCATION

Manatee Communications College
Business, Computer and Photography Studies

Venice, FL

Lemon Bay High School
General Studies

Englewood, FL

References Upon Request