***To whom it may concern,***

***I am very interested in the Administrative position, which you are advertising on AARP job search and would like the opportunity to discuss the possibility of working for your company.***

***I believe my experience in Customer Service/Focus and Microsoft applications make me an excellent candidate. As you will see in my resume, I have worked over several years with the noted qualifications.***

***I look forward to speaking with you soon. Please feel free to contact me if you have any questions or would like to discuss my qualifications further.***

***Sincerely,***

***Darlene Sickler***

***Darlene Sickler Cell Phone (860) 748-6877***

***37 Caswell Ave E-mail d.sickler@yahoo.com***

***Bristol, CT 06010***

***References:***

John R. Arnold, Ph.D.

Direct Phone: (973) 652- 9397

Rob Kleinschmidt

Phone: (203) 437- 2100

***Career Summary***

***A versatile team player with experience exceeding companies expectations and demands, seeking a position that would utilize my talents and abilities.***

2007-2010 Dunbar Armored New Britain, CT

Customer Service/Sales reporting to Regional Vice President of Sales.

* Handled customer issues which involved keeping communication open between customers and Dunbar employees.
* Traveled to new customer’s locations and trained them on how to utilize Dunbar’s procedures.
* Conducted weekly meetings along with Operations Dept., Vault Dept. and Sales Dept. This allowed all departments to follow through with all updates regarding to current issues, changes in customer service.
* Created sales reports for Sales V.P.’S, Account Executives in their regions.

1992-2004 Dymax Corporation Torrington, CT

Customer Focus

* Primary responsibilities include running the Customer Advocacy Program. Created the Customer Advocacy Process (WI1223.) Maintain the Issues in Access to investigate immediate actions taken, In-Process Findings, Root Cause, Corrective Actions, and Preventative Actions.
* Conduct Customer Resolution Board (CRB) meetings for up to date status on open issues. Meetings also used to measure effectiveness of corrective/preventive actions. Meetings in most cases resulted in ideas for Continuous Improvements.
* Create monthly metrics based on (On-Time Delivery, Returns due to Quality issues, Batch reworks, Customer Issues.)
* Conduct Surveys on company performance.

Documentation Control Administrator – ISO 9001: 2000

Conversion to 9001:2000 standards

* Involved in rewriting Procedures, WI’s and Forms
* Update all documents (Quality Manual, Procedures, Work Instructions, Forms)
* Update all manuals with current revisions
* Work with Human Resources regarding training for departments
* Involved in all Customer Audits
* Trained as Internal Auditor

Sales Reporting Administrator

* Download sales information into Excel and Access.
* Created reports for all Field Territory Salespersons.
* Created reports for all departments in the company.

MIS—Computer Operator

* Operations included Daily Backups/Month End/Year End Closings. Ran all Daily/Month End/ year End Reports required for all departments.
* Installation of workstations and printers.
* Supported all Departments with various computer problems.
* Trained End Users on software applications. (Word, Excel, Access.)

1989-1991 Bloomfield Board of Education Bloomfield, CT

Position (Part Time):

Assisted Information Systems Manager with the following:

* Daily backups, report Writing, update student incidents regarding detentions/suspensions in the computer system.
* Multiple projects included assisting converting the school system with on line automated attendance software.
* Trained all Office Secretaries on automated attendance
* Developed the Student Handbook (1990-1991) with assistance of School Administration.
* Conducted trouble shooting support for all elementary and high school employees.

***EDUCATION:***

1982 Computer Processing Institute

1982- 1983 Manchester Community

1993 Tunxis Community- Courses: Business

1991-2004 Several courses for the following applications:

Access (introduction, intermediate, advanced)

Power Point (introduction, intermediate)

Word (introduction, intermediate, advanced)