**Carol Jones  
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**PROFESSIONAL PROFILE**

To obtain a clerical position, where I can utilize my training and over 25 years of customer service and clerical skills.

**EDUCATION**

**2010-2011** Certificate, Business Office Technology, Gateway College, New Haven, CT

**1978-1979** Diploma, Secretarial Science, Stone School of Business, New Haven, CT

**1974-1978** Diploma, Wilbur Cross High School, New Haven, CT

**EXPERIENCE**

**Jan-Apr 2011** Yale New Haven Hospital-Internship New Haven, CT

* Assisted with patient’s registration.
* Filed and maintained patient’s medical records.
* Prepared and copied medical forms for patient’s medical records.
* Observed patients billing and Insurance verification.
* Observed scheduling of medical and surgical procedures.

**2000-2009** AT&T Maintenance Administrator Meriden, CT

* Received and analyzed calls from customers reporting trouble on their residential or business telephone line service and or equipment.
* Created trouble tickets and dispatched repair technicians.

**1993-2000** AT&T Yellow Pages Production Analyst New Haven, CT

* Worked closely with sales to verify, edit and process customer listings, advertising contracts and copy changes for one or more of the forty one (41) directories.
* Analyzed and manually processed all service order activity rejected from the system to meet daily scheduled deadlines.

**1984-1993** AT&T Special Services Support Agent New Haven, CT

* Analyzed, researched and corrected error tagged service orders.
* Reviewed all orders for accuracy and completeness of equipment codes, routing codes, mnemonic codes and changes.
* Investigated, prepared and tracked various reports.

**1981-1984** AT&T Purchasing Support Representative New Haven, CT

* Entered data to create purchase orders from various source documents in Material Accounting Control System.
* Compiled, correlated and disbursed purchase orders.
* Answered and directed PBX telephone calls for entire office.
* Typed letters and memos for Purchasing Agents.

References available upon request