Lucy B. Conti

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**Objective:**

To obtain a position in an administrative/accounting/customer service setting where my

present skill set can assist the department meet its goals.

**Education:**

Allen School- Certificate Medical Billing/Coding- August 2010

Grumman Data Systems Institute-Certificate Computer Programming

ITT Technical Institute - Associates Degree Business Management/Secretarial Science

**Experience:**

Neopost USA/Merritt Staffing (Temporary)-Collections Portfolio Specialist -2011

Responsible for notifying customers of delinquent balances and resolving disputed invoices in

order to secure payment. Analyzed and resolved problems with appropriate departments and

responded to external and internal inquiries.

3PL Worldwide/Infinistaff (Temporary) – Customer Service Rep. 2009

Responsible for expediting orders from inbound calls, processing credit card payments and providing

routing assistance to ensure satisfactory delivery of ordered products.

Capital One Financial – Unposted Debits Reconciliation Clerk-2006-2008

Responsible for notifying branches of unposted checks presented by their clients and reconciling

discrepancies. Posted journal entries and general ledger offsets.

(Prior Position within Capital One) – Foreign Currency G/L Reconciliation Clerk 2004-2006

Responsible for posting foreign currency deposits, debiting foreign currency bank fees and

adjustments to account journal and applying transactions to appropriate G/L offsets.

Liberty Self-Stor – Property Manager 2002-2004

Responsible for renting storage units and posting monthly payments to accounts receivable journal.

Also sold moving supplies and coordinated routine maintenance appointments with outside contractors.

Suffolk Life Newspapers – Classified Advertising Rep. 2001-2002

Responsible for placing classified ads through inbound calls and cold-calling various local businesses

to sell advertising space.

Software Developer- 1984-1992

Executive Assistant -1977-1984

Proven skill set: Ability to prioritize and manage time effectively. Perform multiple tasks. Excellent

written and verbal communication skills. Ability to work independently. Proficient in Microsoft Word,

Excel, Outlook and Oracle.