**Teresa Brooks**

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(860) 436-6413

[elston2@cox.net](mailto:elston2@cox.net)

**Summary**

Experienced **Administrative Assistant** with excellent customer service skills. Highly proficient

at filing, managing money, organizing office. Communicate effectively with all levels of

personnel. Fast, accurate data entry skills. Computer skills include Word, Excel.

**Work Experience**

***Administrative Assistant*,** Pratt & Whitney, East Hartford, CT 2000-2008

* Rehired in shipping department after six year layoff.
* Typed and prepared bills of lading, air bills and shipping orders.
* Organized and filed shipping orders for aircraft parts sent worldwide.
* Ensured perfect shipping processes to customer satisfaction and in compliance with

customer routing regulations.

* Processed receipts/shipments within 24 hours, reviewing and verifying shipping

instructions.

* Maintenance accurate records to assist Finance Department in proper billing.
* Multitasking and prioritizing all shipments.

***Various Temporary Assignments*,** Greater Hartford, CT 1995-2000

* Successfully completed various temporary assignments including data entry, clerk typist.
* Performed fast and accurate data entry into computer systems at Colt Manufacturing,

CIGNA, AnaCorp, Metropolitan District Commission.

***Clerk Typist*, Pratt & Whitney,** East Hartford, CT 1986-1994

* Consistently commended for exceeding quarterly goals and objectives.
* Handled all data entry and typing for shipping department, preparing bills of lading, air

bills and shipping orders.

* Assisted customers with inquiries and problems, researching background to reach

mutually agreeable solutions.

* Followed up on lost or missing shipments.
* Trained other employees on clerical on functions and department procedure.

**Education**

Manchester Community College, Manchester, CT 2011

* Certificate Medical Office Assistant

Goodwin College, East Hartford, CT – studied Medical Assisting

Capital Community College, Hartford, CT – pursing Associate Degree