TAMARA K. HENRY

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###### PROFESSIONAL SUMMARY

Proficient and computer savvy professional seeking to apply proven skills to a challenging career-oriented position in the Administrative Support field.10+ years of proven achievements in roles that required extensive attention to detail along with outstanding organizational and communication skills.

**PROFESSIONAL EXPERIENCE**

2008-2010 **Comcast –** Enfield, Connecticut

**Customer Account Executive**

* Documented customer information and inquiries regarding services and equipment operation.
* Performed troubleshooting to resolve minor technical issues by phone to maximize customer experience, using system prompts while demonstrating the ability to articulate information and directions in an organized and concise manner.
* Demonstrated ability to establish and maintain effective relationships with customers optimizing the company’s goal for continued quality in customer care.
* Promoted and sold services, accurately entered and confirmed sales onto computer program.
* Prepared work orders when needed and ensured proper procedures were completed.
  1. **Open Solutions Inc.** – Glastonbury, Connecticut

**Project and Contracts Coordinator**

* Maintained product list in PeopleSoft in conjunction with product managers and sales.
* Entered and updated vendor/customer data in MS Word, including new acquisitions.
* Logged payments for products and services purchased by credit union and bank clients.
* Generated monthly report in Excel of account terms including profit or loss for sales review.

2005-2007 **SGI Solutions, LLC** – West Hartford, Connecticut

**Executive Administrator**

* Responsible for reconciliation of Accounts Receivable and Payable.
* Organized and scheduled office meetings in Outlook including travel, conferences and activities.
* Drafted correspondent letters and contracts to all clients utilizing MS Word.
* Performed troubleshoot to resolve printer/copier/fax issues prior to contacting repair technician.
* Maintained filing system of potential properties for short sale/ buyers/sellers and tenants.
  1. **UCONN HEALTH PARTNERS** – East Hartford, Connecticut

**Patient Care Clerk**

* Served as key point of contact for provider to specialist referrals for continuation of patient care.
* Relayed confidential medical information to providers/patients according to guidelines.
* Worked with staff to maintain optimum patient care during routine and preventative office visits.
* Initiated MSWord message log to document patient medical concerns and decrease call time.

**EDUCATION**

2011-Present **GOODWIN COLLEGE** –East Hartford, Connecticut

*Pursuing Associates in Occupational Therapy Assistant*

1999-2000 **NEW HORIZON COMPUTER LEARNING** – Windsor, Connecticut

*Completed Courses toward Microsoft Certified Systems Engineer (MCSE) Certification*

**COMPUTER LITERACY**

Proficiency in Microsoft Word, Excel, PowerPoint, Outlook, Access, Adobe, IDX, Lotus Notes

**References Available Upon Request**