Melisa Shaskus Negrón  
Administrative Assistant

860-280-8469

[Muneca07510@comcast.net](mailto:Muneca07510@comcast.net)  
Vernon, CT. 06066

Employment:

**Sept. 27, 2010 – March 10, 2011 New Horizon Computer Learning Center**

**Bloomfield, CT.**

**Test Proctor Administrator:**

For the companies’ vendors

**-**IsoQualitytesting.com

-Certiport.com

-Prometric.com

-PearsonVue.com

Preparing test center printing out signing rosters and log sheets,

Verify Candidates IDs log them into the system administer their exams

**Also Front Desk Administrator:**

-Receptionist duties

-Signing and checking in students for the day

**-**Confirming all Instructor led classes and Online live classes

for both The Bloomfield location and Trumbull locations

-Changing all students passwords, and printing out all their certificates for completed classes

-Entering all Connecticut instructors courses/classes for BLFD and TBL into Metrics that Matter

Web page for students to enter ILT course Evaluations/surveys on line

(Dedicated-Onsite-Online Live-ILT courses)

-I entered evaluations for other classes given to me

-usage of CRM and LMS web pages

-Printing, filing, uploading rosters/sign in sheets into SharePoint

-logging in Excel Spreadsheet all checks received by the company

-Made order list for any needed office and break room supplies

-Clean prep conference rooms Online Live course rooms and testing rooms

(place chairs where they go wipe down tables, arrange seat assignment, and name templates for students)

-Keeping break room clean by placing seat back where they belong, wiping tables and counters,

loading and unloading coffee mugs into dishwasher, and throwing away any food left in

refrigerator on Fridays.

-Making coffee thru out the day, and baking cookies everyday for students

-stocking up cream and sugar / break room items etc.

-Placing Staples orders away

-Great Customer Service/assisting students and instructors, and getting Account executives,

and IT managers for students and room rental instructors when needed to help everything go

smooth and make sure everyone was taking well care of.

-Training new upcoming Front desk receptionist for the Trumbull location

**Jan. 2007- May. 2009 Peoples Products, Inc. Newington, CT**   
(860) 218-2233 begin\_of\_the\_skype\_highlighting Human Resource/Accountant Matt Wilson @ Ext. 13, Owner   
Bill Wilson @ ext.11   
  
**Administrative Assistant:**   
Receptionist, Clerical, Data Entry   
I Assisted in Sales, Marketing, Finance Department, Shows and Events, and   
Canvass departments.   
Updating data on six major reports:   
- Week to Date Sales Report, and Daily Recap Sales Report   
- Slug Rate reports indicating each Sales Reps progress Separate reports per Rep   
 (A year of monthly info including how many leads ran all net and gross sales)   
- SMR (report showing the daily needed sales to reach our net goal for the month)   
- Keeping track of net sales for each Rep which concludes who gets Rep of the Quarter award   
- Slug Average Net Report for net sales for the week   
 (for each rep how many leads ran divided by their net sales for the week)

so they can see who's ahead for the week   
- Updating two boards tracking each sale that goes net   
- Getting all training manuals, paperwork ready for all trainees   
- Getting all their equipment ready and make sure everything is in stock, ordering needed parts   
 (Glass kit, Parts and Pieces Kit, full size window sample, laptop, Presentation Book)   
- Teaching them how to use the Rep reporting site, so they may report the results of each lead / appointment   
- Making sure they fill out important needed paperwork, and get their licensing application   
- Getting all Rep materials ready making folders for them with   
 Contracts, finance Application, envelopes, and folders with all   
 paperwork for full presentations and sales   
- Getting financing for employees

(calling in applications handed to me, and inputting requested information for finance)   
- Mailing out opportunity letters for Sales Reps, and Subcontractors   
 (I used a downloaded list Roster from the Dept. of Labor web site)   
- I scrub marketing call list phone numbers against the downloaded

DO NOT CALL LIST to prevent law suits   
- Working on any task projects given by Owner Bill Wilson 860-218-2233 @ Ext.11

And my managers Patty Kirouac @ Ext. 18, Wayne Jones @ Ext. 22

**June 2000-2006 J&M Remodelers:**

Owner Joe Shaskus (860) 280-8739 begin\_of\_the\_skype\_highlighting

**Co-Owner**  
Filing, Faxing, Answering/Making calls, Scheduling Appointments   
Greeting Customers, Placing Orders   
And Subcontracting jobs from Peoples Products Inc. from 2003-2006:   
Installing Windows, and Doors etc.   
Yes I did the actual installs, clean up and bend trim.

**March 2003-June 2003 H&R Block**   
Storrs Road Plaza 135B Storrs Rd Mansfield Center, CT 06250

(860) 456-0014 (Mark Edwards Owner of H&R Block (860) 267-9122)

**Receptionist** duties  
Scheduling Appointments   
Greeting Customers   
Printing out Checks   
Handling Money   
Organizing the Office

Ordering Office Supplies  
  
**March 2002-June 2002 Snelling/Point Staffing - East Windsor, CT.**I worked for the temp agency

Receptionist / Clerical duties   
  
**June 1997- November 1997 The Hartford**   
**Internship Clerical-mail clerk** duties, and Looking up files and delivering them to employees   
Answering/Making Calls

**Education:**   
1995-1999 East Hartford High School

**Skills:**   
-I have great computer skills.

-Knowledge of using outlook, The Web, Microsoft office Word and Excel

Windows XP/Vista, and some knowledge in Access 2007.

-I am bilingual (English and Spanish)

-Honest, Friendly, discrete, and sincere person

-I have the ability to understand and follow multi step directions both verbal

and written with a minimal supervision

-I am very well organized, and pay attention to detail

-I work well with others and I am capable of working independently

-I am very devoted in doing a great job, with great work ethics, and outstanding customer service