Joanna Leonovicz   
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**Objective**   
  
I have become highly proficient, experienced and competent as an executive administrative assistant. I have developed strong organizational, analytical and problem solving skills and wish to procure employment where I can further enhance these skills.   
  
**Education**   
  
University of Hartford, West Hartford, CT   
Bachelor in Science, Accounting Projected May 2012   
  
Manchester Community College, Manchester, CT   
Associate in Science, General Studies May 2003   
  
**Computer Skills**   
  
Word, Excel, PowerPoint, Outlook, Quick Books   
  
**Work History**   
  
Executive Administrative Assistant, The Alphabet Group LLC., Hartford, CT 10/2007-10/2009   
Directly supported executive staff with all Human Resource related activities including payroll for a staff of 50 employees, completed all health insurance administrative duties and performed all training for new employees. Responsibilities reached to performing bookkeeping functions and being assigned as a property management contact person for a small group of apartment buildings. Worked closely with executives on cost saving projects, including property taxes and insurance premiums, for a large group of companies.  
  
Assistant Bookkeeper, The Alphabet Group LLC, Hartford, CT 5/2006-10/2007   
Customized and implemented property management software for a complex network of businesses.   
Responsible for depositing large sums of money collected from several different companies to the correct bank accounts and applying these payments to the correct tenant accounts. Utilized Quick books accounting software to input bills. Maintained filing systems. Covered reception desk by answering phones and assisting tenants by accepting payments and entering work orders for apartment repairs.   
  
Quality Assurance Specialist, Teletech, Enfield, CT 2/2006 – 5/2006   
Evaluating and scoring recorded calls between the customer service representatives and the inbound caller in accordance with specific guidelines. These scored calls were then used to coach the agents to increase proficiency on future calls they handle and to improve the overall customer experience.   
  
Customer Service Representative, Teletech, Enfield, CT 10/2004 - 2/2006   
Providing customer service support to inbound callers in a fast paced call center environment. Helping to resolve billing issues, including processing payments and issuing credits when appropriate. Providing troubleshooting steps and setting up trouble calls for customers having difficulty with their cable and internet services. Setting up work orders for new services to be installed in the customer's home while first determining which service packages would best fit the customers’ needs.