**Margaret A. Delaney**

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**PROFILE**

Dedicated high energy self-starter with strong communication and multitasking skills. Possess a high level of commitment and strive to develop new capabilities in myself as well as others. Resourcefulness to achieve group goals. Excellent customer service and interpersonal skills. Microsoft Office, Excel, Word, Oracle and experienced. Working towards BGS in Human Services, UConn Torrington branch.

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**WORK HISTORY**

2/2005 – 6/09 **Administrative Assistant, Camp Jewell YMCA, Colebrook, CT**

**** Very strong telephone and front desk customer service involvement.

**** Responsible for all branch purchasing and receiving and special reserve project spending. Work in close tandem with AP in main office and closely with department

heads.

**** Daily input into Oracle system of customer cash and credit card payments, achieving accurate reporting and accounting.

**** Preparation of new hire paperwork. Assists in compiling and recording of international camp counselor and staff hiring paperwork.

**** Responsible for all group contracts for camp. Assists Summer Camp Registrar.

**** Yearly volunteer for Strong Kids Fund. Work closely with Board of Managers. Responsible for tracking and recording of campaign pledges.

**** Supervised part-time Office Assistant.

11/03 – 4/04 **Inside Sales Representative, FCT Electronics, Torrington, CT**

(Temp to Perm Assignment through Kelly Services, Torrington, CT)

**** Assigned to two Outside Sales Representatives. Processed orders from customers, delivered to manufacturing department. Maintained excellent rapport with customers.

****  Daily contact with German FCT offices in Euro to dollar conversion as well as creating sales orders and handling customer price and availability questions.

**** Front desk reception and switchboard.

7/03 – 10/03 **Mortgage Processor, Village Mortgage Co., Torrington, CT**

(Temp to Perm Assignment through Kelly Services, Torrington, CT)

**** Electronic delivery of mortgages to specified investors on a timely, complete and accurate procedure.

**** Input of mortgage and borrower information in Calyx software system.

**** Worked closely with closing attorneys and their offices to coordinate borrowers and their schedules. Daily communication with Warehouse Bank.

1/01 – 1/03 **Residential Credit and Collections Manager, SCASCO, Winsted, CT**

**** Responsible for collecting overdue monies (from 45 days) for three divisions.

****  Filing of and executing Small Claim Court paperwork. Represented company in court. Filed Bank Executions, Wage Attachments and Liens in follow up.

****  Responsible for approval or denial of new accounts based on credit checks.

**** Management of 3-person department. Reported directly to Vice President of Finance.

**** Operation of monthly billing for five companies.

**ADDITIONAL INFORMATION**

AS Medical Secretarial Sciences, Mattatuck Community College, Waterbury, CT

Membership Services Committee, Northwest Connecticut Chamber of Commerce

Graduate of 2004-2005 Leadership NW Team through the Northwest Connecticut Chamber of Commerce

Past President of the Board of Directors of the Torrington Community Soup Kitchen

Volunteer, Read Aloud Program of the Northwest Connecticut Chamber of Commerce

Member of the Highland Lake Watershed Association

Past Inland Wetlands Commissioner, Town of Winchester, CT

Past Board Member, Litchfield County Women's Network