Objective

Reliable candidate with strong and accurate data entry skills, with the ability to problem solve; seeking an Administrative assistant position which will allow organizational development or expansion, and taking projects from concept through to completion while using my creative abilities to my full potential.

Profile

Motivated, personable business professional with an English degree and a successful 8-year track record of exceptional customer service and office expeicence. Talent for quickly mastering technology – recently completed Microsoft Office Suite course. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records.

Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Project Management * Report Preparation * General Office Skills * Computer Savvy/MS Proficient | * Lexis Nexis * Customer Service * Scheduling | * SAP System * Front-Office Operations * AbacusLaw Time and Billing Software |

Education

Eastern Connecticut State University-Willimantic, CT

***Bachelor’s Degree in English/Pre-Law, 2009***

Manchester Community College-Manchester, CT

***Certificate of Completion, Paralegal Studies Program, 2010***

**Related Courses**

Business Law I Human Rights Perspectives in Philosphy

Intro to Law Computer Applications in Law Intro to Mass Communications

Criminal Justice and Society American government/politics Critical & Creative Thinking

Computer Concepts Literature and Social Issues Legal Research and Writing

Probate Practice & Estate Administration Legal Ethics and Professional Responsibility

**Internships**

**Intern, 9/08-12/09**

Judicial Branch Volunteer/Intern Program

Hartford, CT

* Collected records and relevant client background data.
* Assisted the judge in civil trial case; preparing notes.
* Answered phones and responded to e-mails; scheduled judges’ in house and phone meetings.

**Intern, 6/08-8/08**

|  |  |
| --- | --- |
| Law Office of Allyson Harrison Owens Columbia, MD |  |

* Researched legal and policy issues for Maryland and relevant neighboring states.
* Researched investigators for client profiling.
* Worked with the legal assistant in transferring interrogatories onto offices’ database.
* Used excel worksheet to input and figure balances for various client accounts.
* Made outbound phone calls using Abacus Law time and billing software.

**Professional Experience**

**Corporate Audit Clerk (temp), 2/11-5/11**

Bob’s Discount Furniture Store

Manchester, CT

* To account for revenue as it relates to sales report directly to corporate audit manager.
* Retrieve and account for all deposits for corporate department.
* Assist corporate office/ management in the proper procedures as they relate to financing cash; immediately report discrepancies or other revenue problems to upper management.
* Run following reports in line item and customer reports using the Sap System.
* Rapidly learn and master varied computer programs; recently completed Microsoft Office Suite course.

**Administrative Assistant (temp) , 12/10-2/11**

Servpro Fire & Water-Cleanup& Restoration

Middletown, CT

* Manage all aspects of day-to-day office operations
* Handled 50-75 incoming calls daily from the City of Middletown and neighboring towns and cities (water, fire and leak damage).
* Dispatched technicians to provide maintenance and restoration services.
* Followed up with clients to confirm if service had been properly provided.
* Finances: accounts payable/receivable, invoicing, insurance billing, budgeting.

**Clerical/Recreation Assistant, 6/06-present**

Hartford Health & Human Resources

Hartford, CT

* Assist clerk with processing payroll time sheets using Microsoft excel worksheet.
* Support management and staff on major programs and activities.
* Place orders for office supplies and activity equipment.
* Schedules faculty activities.
* Keeps records of activities and attendance.
* Oversee front-office operations and provide impeccable customer service.

**Lunch Program Supervisor**, **5/10-9/10**

Hartford Health & Human Resources

Hartford, CT

* Transported lunch documents; assured their accuracy; scanning for discrepancies and errors.
* Fulfilled administrative duties including answering phones, filing and faxing.
* Prepare complex reports for upper management ensuring full compliance with agency requirements and tight deadlines.
* Supervised lunch program staff of varies camp sites.
* Trained on coming staff on important rules and regulations.

Employment History

* Legal Assistant-Crandfordand Associates(temp) 5/10-7/10

Hartford, CT

* Food Service Specialist -Big Y -3/08-3/10

Manchester, CT