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| Alena Baker  46 High Court Apt 3 East Hartford, CT 06118  Cell: 860-299-5794  [Acb79@hotmail.com](mailto:Acb79@hotmail.com) | | | |
| OBJECTIVE | | | |
|  | A position in Office Support / Customer Service | | |
| SKILLS PROFILE | | | |
|  | Ability to work with Microsoft Word, Excel, Power Point and Outlook   * Solid Customer Service skills * A resourceful person, problem solver and creative * Possess strong interpersonal skills, ability to work effectively with individuals on all levels * Strong organization and time management   Efficient and strong Alpha and Numeric Data Entry | | |
| EMPLOYMENT HISTORY | | | |
|  | Customer Service  *Receivable Management Services (East Hartford, CT)*  Handled inbound and outbound calls.  Help resolve customer inquiries to avoid accounts going into collections.  Research Associate/ Customer Service/ Data Entry | 2007-2009 | |
| CT Online Computer Center (Avon, CT)  Responsible for retrieving information requested by banks within a 24- hour period.  Knowledge with the use of phone, fax machines, scanning, printers and capability to use email (Outlook).  Assist with other office duties including filing, organizing storage room and keeping inventory of supplies.  Supervised production of ATM Cards, maintained inventory and distributions of cards. Handled maintenance for ATM machine.  Contribute with projects that were time sensitive. | | |
| Proof Operator/ Correction Specialist | 2002-2008 | |
| Bank of America (East Hartford, CT)  Process over 9,000 checks daily balance and encode checks to given total, strong 10-key data entry  Research unbalanced accounts to make proper adjustments  Maintained NCR machines throughout facility  Worked in fast paced environment and made deadlines  **Payroll Clerk** 2002-2003  *Companions and Homemakers (Avon, CT)*  Processing time sheets; make proper adjustments as needed  Balancing hours for weekly reports  Strong data entry skills; worked independently in a timely fashion | | |
| Cashier/ Stock Clerk  *Creative Toymaker (Farmington, CT)*  Worked the cash register  Worked independently (opened and closed store)  Did inventory and stocked merchandise bi-weekly  Did special requested gift wrapping | 2001-2002 | |
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| **Care giver** | | | |
|  | Was care giver for my Grandmother and also cared for God Brother who was diagnosed with ADHD. | | 2002-2010 |
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