**Carmen Pagan**

**29 Tiffany Rd.**

**East Hartford CT 06108**

**(860) 869-7135**

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**OBJECTIVE**

Bilingual Administrative Assistant seeking a position that will maximize my hands-on professional office and customer service experience.

**HIGHLIGHTS OF QUALIFICATIONS**

* More than 8 years of hands-on experience in supporting twelve attorneys administratively.
* Bilingual in English and Spanish.
* Possess strong analytical, multitasking and organizational skills.
* Proficient in Microsoft Office Applications: Microsoft Office Suite 2003 & 2007, Access and PowerPoint.
* Experienced in use of Needles File Management Software, including opening/closing files.
* Fast learner with professional communication skills.

**PROFESSIONAL EXPERIENCE**

2003-Present **Butler, Norris & Gold**  West Hartford, CT

***Administrative Assistant***

* Supported twelve attorneys administratively: answered phones, handled all customer inquiries, filed insurance policies and application submittals, handled all incoming/outgoing mail, created and labeled files and copied various documents.
* Performed data entry: inputted all insurance application data into an Access Database.
* Greeted clients while escorting them to appropriate conference room.
* Maintained the process of purging dead files which included; boxing, labeling and shipping them to a storage facility.
* Acted as translator for Spanish speaking clients.

1998-2003 **Studio Plus**  Farmington, CT

***Customer Service/Sales***

* Responsible for checking-in/out hotel guests while greeting customers in a friendly manner.
* Answered a heavy volume of customer telephone calls while addressing any issues that would arise in a timely manner.
* Promoted hospitality sales packages to customers regularly.

1999-2001 **Unclaimed Freight**  Wethersfield, CT

***Receptionist***

* Performed clerical duties such as, greeting customers, answering multi-line phone system and forwarded messages to upper management.

**EDUCATION**

2009 **Stratford Career Institute** Stratford, CT

Private Investigator, with honors.

2001 **Fox Institute of Business**  West Hartford, CT

***PC Administrative Specialist Diploma***