MagdalenaSzelagowska

45 Marshall St.

New Britain, CT 06053

860-810-3952

[**magdagoodwin@yahoo.com**](mailto:magdagoodwin@yahoo.com)

***PROFILE***

Organized and efficient **General Specialist Clerk** with extensive experience in office administration to use Microsoft Word, Excel, Outlook, Power Point, QuickBooks, and Internet.

***CORE KNOWLEDGE & SKILL AREAS***

* Strong Organize, Problem Solving Manufacturing, Social Perceptiveness,
* Service Orientation Scheduling, MS Office, Data Entry, Information Ordering,
* Time Management, Critical Thinking, Correspondence, Listening, Speaking, Writing
* Independent, good relationship with people, flexible.
* Used QuickBooks to prepare balance sheets, income statement, cash flow, bank reconciliation.

***RELEVANT EXPERIENCE***

**Open Solutions, INC** Windsor, CT 2007-2009

*IP General Return Items*

* Resolved image batch and bank balancing errors.
* Worked with return checks including external/internal process.
* Provided background information to the supervisor.
* Used debit, credit, and total amounts on computer spreadsheets and database.
* Operated 10-key calculators, typewriters, and copied machines to performed calculation and produced documents
* Received record and cash, vouchers, due basic account analysis.
* Processed returns and balanced checks to prepared electronic cash letter and statements.
* Utilized OSI – Check processing applications- file transfer application.
* Worked with Microsoft applications to create spreadsheets, reports and written documents
* Corrected information on IS-Check, verified account, routing, serial number and dollar amount.
* Processed all billings files and ad-hoc reporting projects.
* Prepared in month end closing to include prepared journal entries.

**MetLife Insurance** Hartford, CT 2006-2007

*General Clerk II*

* Operated all office machines such as photocopies and scanners.
* Opened, sorted, and routed incoming mail, answered correspondence and prepared outgoing mail.
* Copied, sorted, and filed records of office activities, business transactions, and other activities.
* Copied, send fax, send and received UPS and FedEx shipments.
* Set up meeting and appointment for various people in the company
* Completed work schedules, managed calendars, and arranged appointments.
* Handled and resolved customer complaints, worked with vendors.
* Corrected all correspondence from customer (missing documentation, address correction, last name change, business address change etc.)
* Completed financial assistance form and returned to the business office.
* Prepared financial questionnaire and completed the entire application process.
* Reviewed files, records, and other documents to obtain information to respond to requests.

**Bank of America** Hartford, CT 2004-2006

*Proof Encoding/Return Items*

* Processed checking and saving account transactions.
* Trained new hires on electronic processing systems.
* Used proof encoding machines to add coded information to client work checks and deposits.
* Operated computers programmer with accounting software.
* Operated 10-keys calculators, typewriter and copy machine.

***EDUCATION***

American Intercontinental University, Hoffman Estates, IL 02/2010

**BS in Business Administration – Accounting & Finance**

American InterContinental University Hoffman Estates, IL 07/2008

**AS in Business Administration – Business to Business**

***CERTIFICATION***

Tunxis Community College, Farmington, CT 1/20011-pending

**Certificate: Business Administration: Accounting**

Goodwin College, East Hartford, CT 07/2005

**Certificate: Administration: Medical Office**

Diploma of Completion from Postsecondary School (Poland) 06/1995

**Associate of Applied Science (A.A.S) degree in Banking (Maturity Certificate)**