**SUSAN E. FLEEK**

36 Lions Way, North Windham, CT 06256

H: 860-942-8221 C: 860-620-2679 [SEF1096@msn.com](mailto:SEF1096@msn.com)

**OFFICE PROFESSIONAL**

**Hardworking self-starter** offering excellent clerical skills, thorough attention to detail, accuracy, and a strong work ethic. Committed to providing the level of excellent service that results in satisfied customers and repeat business. Remain in strict compliance with all safety, security and confidentiality policies and procedures.

**Core competencies include:**

Order processing Office Support Scheduling Customer Service

Effective communications Data Entry Problem resolution Proofreading

**EXPERIENCE**

Home Depot

**Bay Integrity Associate, March 2011 - Present**

* Daily scanning out of stocks, executing price changes, label changes, counts, and bay validations using hand held First phone. Provide assistance to customers in store.

U.S Census Bureau

**Enumerator,** April – August 2010

* Completed 2010 Census Questionnaire with residents in assigned work area following stringent guidelines and confidentiality laws. Assessed quality control levels on selected addresses.

PAPER ROLL SUPPLIES, Glastonbury, CT

**Telemarketing Representative,** 2008-2009

* Placed outbound calls for sale of office supply products to new and existing business customers. Explained pricing and discounts, shipping, and return policies. Processed orders.

REMINDER YELLOW PAGES, Vernon, CT

**Data Entry Clerk**, 2004 - 2008

* Data entered sales contracts and proofed advertisement artwork. Managed customer calls and inquiries. Supported sales staff.

**SUSAN E. FLEEK**

WAHLSTROM & CO., Stamford, CT

**Billing Account Representative**, 2000-2002

* Handled assigned group of accounts. Generated and coded invoices in a timely manner. Worked with other departments to resolve discrepancies. Proofread copies.

SOUTHERN NEW ENGLAND TELEPHONE

**Customer Service Representative, 1997 – 1998**

* Converted SNET retail account to AT&T wholesale accounts. Researched and resolved problems, completed customer order, and provided customers with account information.

**Customer Account Representative**, 1989-1997

* Analyzed, verified, and processed residential and business account orders. Verified accuracy of information provided by carriers.

**Repair Service Associate**, 1987-1989

* Received and processed reports from customers and employees in a call center environment. Tested lines for repair problems and arranged service appointments with customers.

**Residence Service Order Specialist,** 1986-1987

* Reviewed, typed, and corrected customer service orders initiated by service representative. Resolved customer problems in conjunction with residential service representatives.

**ADDITIONAL EMPLOYMENT**

CLINICAL LABORATORY PARTNERS, Newington, CT 2002-2003

DIANON SYSTEMS, Stratford, CT 1999-2000

**Laboratory Assistant**

**EDUCATION**

West Virginia University, Morgantown, WV – Bachelor of Science Degree

Manchester Community College, Manchester, CT – Completed Medical Terminology Course

**VOLUNTEER WORK**

Manchester Memorial Hospital, December 2009 - Present