Karen A. Buckland

348 Deerfield Road

Windsor, CT 06095

H: 860.298.9164 M: 860.729.7613

[kbucklandw@aol.com](mailto:kbucklandw@aol.com)

CAREER PROFILE

A highly dynamic, talented & professional Administrative Assistant and Customer Service Representative with more than 10 years experience in the mentioned fields. Presently seeking an opportunity to work as a Sr. Administrative Assistant to best utilize my skills and knowledge at an advancing organization.

PROFESSIONAL STRENGTHS

* Detail oriented and possess the ability to multi-task effectively and independently.
* Possess excellent verbal and written communication skills. Superior liaison skills.
* Familiar with office machines like scanners, faxes, GBC machines and multi-lined phones.
* Able to provide excellent project, time management and organizational skills and work well within a team.
* Familiar with basic operating systems, MS Office Suite, Outlook, Lotus Notes, CGC & Great Plains.

EXPERIENCE

Kelly Services, 55 Hazard Avenue, Enfield, CT 06082

Senior Administrative Assistant / Senior Office Assistant - 2007 to Present

Managers: Kathy Sheehan & Linda Brown 860.745.3383

* Sr. Administrative Assistant long-term assignment with major construction company; maintaining all office operations and provide Administrative Assistant functions to the Sr. PM, Sales Manager, Superintendents, H.O. Operations Manager, Senior Office Assistants, Accounting & Marketing Departments.
* Responsible to prepare and distribute weekly client and subcontractor meeting minutes and attachments.
* Assess and respond to calls and e-mails from home office, superintendants, clients and vendor inquiries.
* Responsible for preparing Monthly Expense Reports and submitting weekly time cards.
* Successfully maintain file copies of subcontractor permits, insurance certificates and monthly invoices.
* Responsible for preparation and assembly of project close-out presentation documents at each jobs’ end.
* Perform special research projects to analyze data and report findings and conclusions to the PM.
* Maintain up-to-date contact profiles and job directories for all projects.
* Maintain Equipment & Supply Inventory. Set up Field Offices. Re-order supplies & equipment as needed.

LIMRA INTERNATIONAL, 300 Day Hill Road, Windsor, CT 06095

Senior Customer Service Representative - 2005 to March 2007

HR Representative: Lisa Verville or Susan Neff - 860.688.3358

* Responsible for processing conference, sales and training seminar registrations.
* Process credit card payments and checks.
* Responsible for pre-balance reports and monthly accounts receivable payments.
* Assemble conference training materials, registration lists, presentation equipment, and name badges.
* Handle multi-line phone for material orders, credits and complaint resolution.

Roto Rooter Services, Marshall Phelps Road, Windsor, CT 06095

Sr. Customer Service Representative & Assistant to the Office Manager- 1999 to January 2002

Past General Manager: Bill Green – 860.731.5551

* Responsible for prompt and accurate input of customer data and plumbing service requests.
* Process commission sales of the maintenance products sold while taking service calls.
* Work closely with Dispatch to prioritize and coordinate driver service calls and product delivery.
* Achieved Top Customer Service Representative Award in 2000.
* Responsible for training all new Customer Service Representatives.
* Responsible for input and balancing monthly accounts receivable payments.

AWARDS & ACCOMPLISHMENTS

Customer Service Representative of the Year – Roto Rooter - 2000

Employee of the Year - LIMRA - 2006

Superior Liaison Services - improving relations with various sub-contractors and clients – Pavarini Construction

References Available Upon Request