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| **PAULINE PERSHAD** | 116 Mohawk drive, east hartford, ct 06108  (H)-860-282-2925 (C) -860-634-9222  lisa\_cori@hotmail.com | |
| **PROFILE**  Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. Innovative, dedicated worker with the ability to both plan ahead and improvise as situations presents themselves. Able to juggle priorities and meet tight deadlines without compromising quality.  **EDUCATION**  **Word Processing Specialist/Office Management** September 1985 – March 1987  **The American Business Institute**, Boston Massachusetts  GPA 3.0  *Relevant Courses:*  Word Perfect for Professional Staff  Keyboarding and Document Formatting, Merging  Professional Office Procedures  *Professional Development:*  Word Perfect 8.0;Microsoft Office Specialist (MOS) 2007, Windows  Entrusted and was given the opportunity to learn and master new concepts; positive work ethics; commitment to providing unsurpassed services  Knowledgeable in Human Services, Psychology, Sociology, Criminal Justice and Counseling  Proficient in Medical Terminology  **EXPERIENCE**  **Residential Trainer** March 2011 - Present  **Community Options Inc.,** Windsor, CT  Provided support services for adolescents and elderly individuals who are mentally and physically disabled.  *Highlights:*   * Communicate effectively with clients and staff members. * Establish a strong relationship with clients to gain support and effectively achieve results. * Assists clients with activities of daily living. * Administer medications to clients and participate in nursing care/treatment plan. * Record client’s progress on a daily basis using Therap Service System 9.0. * Counsel and redirect clients for any behavioral outburst. * Input and update information into the company’s database system.   **Medical Rehab Administrative Assistant**  May 2004 - September 2010  **Easter Seals Greater Hartford Rehab Center**, Windsor, CT    Performed administrative duties for the medical rehab department.  *Highlights:*   * Oversee medical rehab staff license remains in current status. * Tracked and recorded all clinical staff attendance and time management for therapy services. * Input and updated clients information into the company’s database system. * Typed initial evaluations and progress reports for a clinical staff of 17. * Placed calls to clients of upcoming appointments/reschedule canceled appointments. * Collected and record clients co-pay for therapy services. * Mailed or faxed reports request to client doctor’s office and/or specialist. * Ordered office supplies, maintained inventory, data entry and filing. * Typed memos and correspondence. * Relieved front desk receptionist on scheduled breaks. * Responsible for scheduling maintenance, repair and/or purchasing of office equipments. * Prepared conference room for internal meetings/conferences. * Prepared and packaged envelopes for bulk mailing. * Typed and distribute meeting minutes to each department. * Distributed incoming mail to each department. * Scheduled and follow through with all medical department events and functions. * Trained new hires on how to use office equipments for documents formatting and mail merging. * Edited and revised PowerPoint Presentation for project meetings.   **Residential Program Instructor** March 2001 - April 2004  **Options Unlimited**, East Hartford, CT  Provided support services for female adolescents with psychological/behavioral issues.  *Highlights:*   * Communicated effectively with clients and staff. * Functioned as a team member at case management meetings. * Established a strong relationship with clients to gain support and effectively achieved results. * Assisted in coordinating client’s skill retention and the ability to gain independence. * Entrusted to manage office in the manager’s absence. * Co-developed comprehensive IP reports on client’s achievements and progress. * Handled client’s finance account e.g. deposits/withdrawals/allowance/purchases. * Recorded all financial transactions and prepared report on a quarterly basis. * Administered medications to clients. * Participating in nursing care/treatment plan. * Recorded client’s progress on a daily basis. * Counseled and redirect clients for any behavioral outburst. * Created a monthly leisure activities calendar for all clients.   **Office Assistant** February 1990 – January 2001  **Industrial Risks Insurers**, Hartford, CT  Performed administrative duties within the Word Processing Department.  *Highlights:*   * Handled the workflow of the Word Processing department on a supervisory level. * Distributed work to be completed on a three-day turnaround. * Communicated effectively with clients via email and phone contact. * Distributed incoming mail to each department. * Recorded attendance within the department. * Assisted in decision-making for new hires and employee termination. * Purchased office supplies and maintained inventory. * Typed and proofread reports for accuracy. * Trained new hires on operating system for document formatting using macros and mail merging. * Edited and create proposals for the engineering department. * Relieved front desk receptionist on scheduled breaks. * Input and updated information into the company’s database system. * Typed memos and correspondence. * Filing, Data Entry and Faxing.   **Secretary 1 – Finance Department** June 1985 – December 1989  **John Hancock Financial Services**, Boston, MA  Performed secretarial duties for the General Director of Finance.  *Highlights:*   * Communicated with clients via email and phone contact. * Scheduled monthly board meetings * Input and updated financial information into the company’s database using Lotus Notes. * Recorded staff attendance within the finance department. * Generated financial statements on a quarterly basis. * Copied and prepared materials for internal meetings/conferences. * Made travel arrangements. * Typed memos and correspondence. * Distributed incoming mail to each department. * Responsible for scheduling maintenance and repair for office equipment. * Customer service. * Relieved front office receptionist on scheduled breaks. * Filing, Faxing and Data Entry.   **Volunteer Services:** Connecticut Alcohol Anonymous and Recovery (CAAR) 2006 - 2007  Connecticut Correction Facility – Hartford Probation Unit 2007 – 2007  **References:** Available upon request | | **Key Skills**  Office Skills:  Office Management; Records Management; Administration; Spreadsheet/Reports; Event Management; Calendaring  Computer Skills:  MS Word; MS Excel; MS PowerPoint; MS Outlook; Windows 97,98, 7  **Certifications:**  Outstanding Performance in Machine Transcription |