**Rory Beth Novosad**

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**Profile**

I am a motivated and outgoing individual with a high degree of professionalism, who is interested in a position with your organization. My resume indicates I possess more than 10 year’s experience in the Financial Industry, five of those years also focusing on technology. With five years of Administrative knowledge, experience, and event planning. I feel that I possess the positive attitude, drive, desire, and strong interpersonal skills you are looking for. I am always eager, willing, and ready to learn new skills that will help me to develop professionally. I am a quick learner who is very dependable and reliable with excellent written, verbal, and interpersonal skills who is also a strong believer in team work.

**Professional Experience**

***Diocese of Grand Rapids – Catholic Cemeteries***

*Administrative Assistant, November 2015 – Present*

Under the direct supervision of the Assistant Manager provide support and complete administrative duties. Process and update reports, process and schedule burials, update and maintain maps, process payments and assist customers.

***Materials Testing Consultants***

*Project Assistant,**April 2015 – October 2015*

Under the direct supervision of the Business Manager provided support and completed administrative duties. Processed and updated reports, collected data, filled and sent out project updates to co-workers and clients.

***Kanai Wealth Management Group***

*Client & Team Service Specialist, October 2013 – April 2015*

Under the direct supervision of the Founder & Co Founder interacted with clients on a daily basis. Managed client data and operation and administrative transactions. Assisted with the firm’s social media, marketing and client events.

***Member First Mortgage***

*Tax & Insurance Specialist, April 2011 – October 2013*

Under the direct supervision of the Servicing Manager processed all Insurance Loss claims. While working closely with the Insurance Companies, Investors, Contractors and Customers. Ensuring all work is completed within the appropriate guidelines and time frame. Provided additional support to the Servicing Department by assisting with researching and solving loan inquiries from both customers and investors. Processed PMI/MGIC Insurance Premiums and Cancellations.

***Lake Michigan Credit Union***

*ATM Servicing Rep II, January 2011 – April 2011*

Under the direct supervision of the ATM Servicing Manager ensured all ATM's and CDM's were operational with no malfunctions occurring. Assisted with cash balancing and deposit retrieval on a frequent basis, required by management. Also assisted with the relocation of ATM's and associated equipment.

*System Support Administrator, February 2007 – January 2011*

Under the direct supervision of the SVP/CIO provided technical support and assistance on hardware, software, or communication problems encountered by staff on the core system. While assisting with monitoring and completing system updates.

*Home Equity Processor, April 2006 – February 2007*

Under the direct supervision of the Mortgage Servicing Supervisor processed and prepared all Home Equity applications and loans.

*Technical Assistant, April 2005 – April 2006*

Under the direct supervision of the Vice President of Information Systems provided Administrative Support. Planned, coordinated, and ensured the Vice Presidents schedule. Prepared and processed all IT related orders for the company. Conducted companywide Annual Security Training classes. Managed and inventoried all IT related company equipment and electronic devices.

*Computer Operator, November 2003 – April 2005*

Under the direct supervision of the IT Manager provided Help Desk support. Answered help desk questions via phone, e-mail, instant message or in person while performing analysis and troubleshooting to resolve problems. Monitored workstations and applications to ensure that upgrades happened to OS, Antivirus, patches, and new releases. Maintained inventory on equipment, software and software licenses.

*Loan Processor, January 2003 – November 2003*

Under the direct supervision of the Lending Manager processed loan applications through the Lending Center. While assisting with the funding of the new loans.

*Teller, October 2002 – January 2003*

Under the direct supervision of the Branch Manager performed financial transactions, maintained and balanced cash drawers. While actively cross selling other financial products while providing excellent customer service.

**Education & Professional Development**

* I have attended classes at New Horizons for Windows XP (new version), Microsoft Word 2000, Microsoft Excel, Microsoft Access 2000, Photo Shop, Visio, and Power Point.
* Horizons Community High School, Wyoming Mi (June 2001)

**Volunteer Activities**

* Parish of the Holy Spirit Walking with Spirit Fundraiser September 2010 - 2013
* Parish of the Holy Spirit – Parent Ambassador September 2010 - 2011
* Parish of the Holy Spirit Education Foundation Auction Fundraiser February 2009 - 2013