**Name**

**Address**

**Email**

**Phone**

**OBJECTIVE**

Seeking a clerical/customer service position using my 10 years of clerical and customer service experience with advanced skills in Word, Excel and Access.

**Qualifications**

**Customer Service**

* Handled incoming and outgoing calls for a multi-line telephone system and accurately transferred calls and took messages
* Strong customer service skills including attention to detail in data entry and providing helpful and accurate record keeping
* Assisted customers in a timely manner with all of their needs including complaints

**Clerical**

* Accurately entered data into company data base of thousands of records for quick and accurate retrieval
* Assisted a staff of ten in any of their daily needs with regards to a high level of detail
* Excellent problem solver- handled issues effectively through accurate record keeping
* MS Office skills including Word, Excel and Access to create and format professional business documents and spreadsheets
* Provided training to new employees in company based procedures
* Consistently met deadlines in a fast paced- environment

**Work Experience**

Office Team, OH July 2012 – August 2012

Adminitrative

Temp work for Community Health Plan cleaned up files that was no match worked with Amisys, spreadsheets and files.

OH April 2012 – June 2012

**Process Adminitrative**

Did Temp worked for the title department of Bank where I saves which is when I got an email for the title for a file I would attach it to the case also I did commitments, which is going through the cases and making sure the information is all there then send it to the Loan Coordinator

PA January 2009 – April 2012

**Clerical Assistant / Data Entry**

Provided clerical support to a staff of 20, answered phone calls, data entry for home health agency records and invoicing.

Bus Lines, PA February 2005 – May 2008

**Customer Service Rep / Bus Driver**

Provided customer service and assistance with purchasing travel tickets, loading and unloading luggage, accurate trip planning, safely operated a vehicle carry many customers to their destinations

PA July 2004 – November 2005

**Loan Coordinator**

Provided excellent customer service, data entry in regards to loan process including opening and closing of loans, scheduled appraisals, responsible for verifying that all documents were complete and filed correctly, answered a multi-line phone system

**Education**

Institute, Pittsburgh,PA April 2008 – January 2009

Diploma: Medical Insurance Billing and Coding

Tech, FL May 2001

GED