Monica Walker

5961 Deerwood Court

Indianapolis, IN 46254

Telephone: 317-413-0733

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**PROFILE** Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. Consistent planner and problem solver who readily adapts to change, works independently while exceeding expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

***A.S. Office Administration***, Ivy Tech Community College,

**EDUCATION** Indianapolis, Indiana. December, 2014.

***Technical Business Certification***, Ivy Tech Community College

Indianapolis, Indiana. May, 2013

**SKILLS** Strong written and verbal communication along with interpersonal skills. Attention to detail, multi-tasker, self-starter with “go-getter” mentality. Proficient Microsoft Word, Excel, PowerPoint, Outlook, Publisher, Access.

Plus, Internet research, and data entry, 10 key touch, typing skills: 50 wpm, business correspondence, spreadsheets/reports, proofreading, transcription, travel arrangements, calendaring, and appointment setting.

**EMPLOYMENT *Heritage Environmental Services***, Indianapolis, Indiana.

**HISTORY** Document Control Specialist, June 2012 to present.

* Manage documented manifests daily.
* Organize and maintain weekly waste stream paperwork.
* Enter tax certifications as needed/maintain re-eval records
* Ensuring emails reviewed and answered in timely fashion

***Astbury Water Technology***, Indianapolis, Indiana.

Administrative Assistant, September 2009 to June 2012.

* Entered waste samples using data entry/sort, mail, file waste samples
* Prepared monthly accounts, initiated various office projects
* Archival of business accounts

***American Trans Air***, Indianapolis, Indiana.

Flight Attendant, December 1995 to April 2008.

* Provide superior customer service onboard flights
* Ensure safety and comfort of passengers
* Handle stressful situations/providing leadership in response to emergency situations

**Volunteer McClelland Elementary,** Hosts Mentor, 2013-2014

**Anna’s House,** Assistant, 2013/**Wheeler Mission,** Meal Service, 2011-2012