Professional Profile

Megan is a very motivated and determined individual looking to train and learn more to advance to higher positions. With a strong customer service history, she excels within a busy office with high client interactions.

**Skills Summary**

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| * *Software:* Proficient with Microsoft Office Word, Outlook, SharePoint and Excel * *Databases include:* OnBase, CRM, FSP, and Mobile Asset, DS3 and State of Alaska Background Check system Typing 85 WPM, (Enterprise?) * Cheerfully and professionally answer main phone, schedule and reserve vehicles and conference rooms, answer questions from the public * Review agency files, accurately ensure all documentation is in correct place and ensure file’s completeness, scan provider files to network and archive additional material * Track office supplies and order in a timely manner to ensure unit has needed items including copier parts, maintain copier * Accurately process incoming and outgoing mail, date stamp incoming documents, check in applications, pre-screen packets | |
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Professional Experience

**State of Alaska – Anchorage, AK October 2013 – Present**

*Office Assistant II*

**Denali Alaskan Federal Credit Union – Anchorage, AK August 2012 – May 2013**

*Records Management Specialist II*

**Cook Inlet Housing Authority – Anchorage, AK February 2012 – August 2012**

*Administrative Assistant*

**Advance Til’ Payday – Anchorage, AK – September 2007 – February 2008**

*Customer Service Representative*

Education

CAREER ACADEMY – Anchorage, AK  
3.43 GPA – 42 Semester Credits, Business Office Technology, 2010

PERS – Galena, AK  
3.5 GPA – High School Diploma, 2004

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| This is the weaker areas IMHO but 1 or two more descriptive bullets could be added above. The point is to demonstrate in writing and get the recruiter’s attention and curiosity up so you can get an interview and demonstrate how FAN-FREAKING-TASTIC you really are!  Side note on the references… I hope you aren’t passing them out for every job you apply for, it isn’t necessary unless the posting asks for them.   * BCU Variance notices (OK WHAT do you DO with these? What is the BCU? What makes this special? How many do you process? Statistics would be good for this one even if they are a guess) * Develop, write and edit business procedures both new and current (which ones?) * Accurate records, data management, data entry and proper filing procedures * Demonstrated accurate accounting procedures for all money operations and banking transactions * Prepare and merge large mail out projects * DESCRIBE or tell me about this- scan and index member files and loan documents, ability to keep confidentiality a priority in member and employee records. trained. * Anything special you did here? most office type people know this stuff… boring! - customer service, cash handling, basic office procedures, data entry, records management, scanning, faxing, copy documents, bank deposits | |

References

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