

Tracey Perez

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100 Main Street
Basking Ridge, NJ 01111
Available for Relocation

ADMINISTRATIVE & COMPUTER OPERATIONS SUPPORT

Solid background in directing office activities and performing help-desk duties for a wide range of industries, including nonprofit, health care/wellness, and financial services.

Clerical Expertise: Office management, supply purchasing, file management, reception, accounts payable/receivable, billing/invoicing, meeting planning, travel arrangements, calendar maintenance, client interface, and correspondence and report preparation, and customer service.

Computer Skills: Operating systems—Windows Server 2003, 2008, XP Pro, Vista, AS/400 (IBM iSeries). Software—MS Office, ATT Global Connect, Jack Henry, Ilient Sys Aid, QuickBooks, MPMsoft. Network protocols—TCP/IP. Routers/switches—Barracuda Firewall, Cisco Products.

Education Summary: Bachelor of Arts; Associate of Applied Science in Management Information Systems; completed all courses in CompTIA A+/CCNA Certification program.

PROFESSIONAL EXPERIENCE

Administrative Assistant & Desktop Support Intern

CITY NONPROFIT, Califon, NJ, 1/2009–7/2009

Completed clerical and IT duties for nonprofit—reporting to Technical Director. Set up employees' workstations (desktops, laptops); joined new users/employees to corporate domain and Outlook accounts using Windows 2003, Active Directory, and installed peripherals. Backed-up corporate data daily. Maintained antivirus systems and disk space utilization. Implemented PC policies and procedures. Trained employees on computer applications.

- Streamlined users' IT issues and documented troubleshooting resolutions in ticket system—increasing departmental efficiency and reducing response time.

Executive Assistant & Acquisition Closer

LARGE FINANCIAL COMPANY, Basking Ridge, NJ, 2/2006–10/2008

Supported VP-Acquisitions charged with processing sub-prime high-risk residential mortgage applications for consumer finance company. Ordered and reviewed due diligence reports, bidder price opinions (BPOs), and appraisals. Helped complete special projects—such as processing loan approvals, modifications, and extensions. Calculated loan interest, principal payment, and closing costs. Ensured loan compliance with regulatory and secondary market guidelines. Reported new acquisitions to senior management. Negotiate prices and reviewed bills for office supplies/services.

- Developed and implemented Microsoft Access-based loan portfolio tracking system to reduce delivery errors—improving customer satisfaction and cutting company shipping costs.

PROFESSIONAL EXPERIENCE (continued)

- Overhauled paper/computer filing systems for loan portfolio and closing documents—leading to on-time loan-portfolio approvals, boosting company revenue.
- Prepared closing documents within 3 days before closing—resulting in a steady closing pipeline.

Office Assistant

LARGE HEALTH CARE CENTER, Cranford, NJ, 12/2002–2/2006

Directed daily operations of chiropractic office—including reception, administration, mail, patient registration and confidential medical records, and billing (insurance, Medicaid, self-pay). Maintained computerized financial records, performed daily charge audit, handled payroll, and ordered/tracked medical and office equipment inventory. Ran weekly meeting with eight-member office staff—created agenda and took attendance and minutes. Set customer-service goals.

- Encouraged patients' appointment adherence and overall satisfaction through pre- and post-appointment follow-up phone calls and other customer-service methods.
- Instrumental in developing group patient programs (as an alternative to one-on-one sessions)—increasing office revenue and number of patients seen within same timeframe.

Administrative Assistant

ABC NATIONAL BANK, Cranford, NJ, 9/2001–9/2002

Handled interdepartmental clerical and accounts receivable duties. Processed charge backs and credits. Reviewed 820 EFT information; balanced and reconciled automated chain store cash payments. Entered data input from orders using Excel, Access, Quicken, and AS400. Completed wire transfers to checking accounts. Verified credit reports (using Dun & Bradstreet software).

Office Manager

ABC HEALTH NONPROFIT, Hillside, NJ, 9/2000–9/2001

Oversaw daily activities for health care nonprofit—reporting directly to President. Handled accounting duties using QuickBooks; prepared monthly financial reports for board meetings and audits. Created MS Access–based member database. Helped coordinate fundraisers.

EDUCATION & TRAINING

CompTIA A+/Cisco Certified Network Associate (CCNA) Certification Program

New Jersey College, NJ, anticipated completion 3/2010

Bachelor of Arts, Theater Design and Technical Production

New York College, New York, NY

Associate of Applied Science, Management Information Systems

Morris County Community College, Washington Township, NJ

Licensed Certified New Jersey Notary Public