

Nora Alvarez

59 Hollow Run Ln, West Chester, PA 19380

484-947-1742; nlspringgardens@yahoo.com

Objective

Seeking a challenging Administrative Assistant part time position.

Computer/Office Skills

MS Office: Word, Excel, Access, PowerPoint; Apple OS: QuarkXpress, Photoshop, Illustrator, Acrobat

Relevant Knowledge & Experience

- Expert in a full range of administrative matters, customer service, and prior international banking.
- Experienced in records management, and handling of confidential correspondence.
- A key player in the development of organizational systems and procedures. Designed office forms.
- Revamped a client file folder system for ease of use for employment & training staff and program auditors; it was a highly cost effective method of record keeping for a non-profit organization.
- Reported on: inventory materials management; in-process transfers of goods; shipments & orders calendar; production; payroll data; demographics; and training program schedules.
- Written, updated and presented instructional materials for unit staff on programs and processes
- Proficient in gathering and maintaining statistical data, producing graphs, and spreadsheets.
- Coordinated the installation and troubleshooting of computers and Internet services; trained and assisted staff on office software programs. Designed and developed a unit's client database.
- Responsible for all spot-on client related records management, data entry and statistical reporting to numerous Veterans employment programs funded by local, state and federal agencies, such as Workforce Investment Act and the Homeless Veterans Reintegration Program.
- Attended various Veteran's forums and conferences throughout California.

Relevant Employment

Receptionist/Administrative Assistant, Production Worker, & One-On-One Support Staff 2017- Present
Handi-Crafters, Inc., Thorndale, PA

Records Coordinator 2014
RecordTrak, King of Prussia, PA

Telephone Service Representative-Publishing Services 2007-2009
Telerx, Kings Mountain, NC

Mortgage Clerk, Chase Home Finance 2007
Data Entry/Check Processing-IRS Project, JP Morgan Chase 2007
CSI Staffing, Charlotte, NC

Fiber Prep Clerk, PPG Fiber Prep Shelby Plant 2006
GCA Production Services, Shelby, NC

Total Plant Services/Safety Clerk 2002-2003
Qualified Contractors, Inc., Wilmington, NC

Administrative Assistant/MIS Coordinator, Employment & Training Unit 1995-2002
Swords To Plowshares, San Francisco, CA

Receptionist, Board of Directors, Bank of California 1992-1994
Data Entry-Publishing, Miller Freeman

Talent Tree, San Francisco, CA
Customer Service; Cables Department Head; Executive Secretary 1984-1990
HSBC, San Francisco, CA

Training & Education

Business Administration Major-Goal Program, Gardner-Webb University, Boiling Springs, NC (1 Year)

Graphics Design major, City College of San Francisco, San Francisco, CA (2 Years 67 Units-GPA 3.69)

Excel 2000 Intermediate, E-Plus Technology, Wilmington, NC; Advanced Access, Horizon, SF, CA

Advanced Access & Microsoft Office classes, Compass Point Non-profit Support Ctr, San Francisco, CA

US Army (6 Years), Administrative Specialist E5, First Oak Leaf Cluster, Honorable Discharge

Primary Leadership Course, NCO Academy, US Army, Fort Richardson, Anchorage, AK

High School of Art & Design, New York, NY (Diploma)