

FRANCES M. CASTEING

SUMMARY OF QUALIFICATIONS

- Detail-minded with independent work habits. Reliable, Punctual, easily adaptable, and works efficiently.
- Able to work independently or as part of a team; Able to multitask and work on special projects as needed.
- Excellent Customer Server and Communication Skills; Bilingual – able to speak, read, and write fluent in English and Spanish.
- Able to key a minimum of 8,000 alphanumeric keystrokes/hr with minimal errors; have PC skills with proficiency in Microsoft Office and Web. Highly Proficient with Microsoft Office, Photoshop, Word, Excel, and the Internet.

WORK EXPERIENCE

2017 – Present **Zucker Steinberg & Wixted, P.A.** Camden, N.J.

Secretary to the Attorneys/ Assistant to the Office Manager

- Answer multi-line VOIP phone system; Proficient with TimeMatters, Clover and Adobe Reader XI Programs.
- Assistant to the Office Manager; Support the Firm's Criminal, Civil, Family, and Immigration attorneys by performing a wide range of administrative functions in a high-pressure environment.
- Prepare all pleadings, Court filing forms (Via E-FILE), and correspondence regarding criminal litigation, civil litigation, and family litigation; prepare correspondence to clients informing them of upcoming Court dates.
- Efficiently maintain Criminal and Civil files, timelines, Court calendaring, sensitive financial information, medical records and bill summaries. Accurately scheduled consults, appointments, phone conferences, depositions, and travel arrangements.
- Bilingual: Interpreter for Spanish Speaking clients; Translate Court pleadings, Notices, and correspondences. Assist attorneys during Court Hearings with interpreting information to the family of Spanish-Speaking clients.
- Interview, identify, and train candidates for Receptionist position.
- Interact with Court Personnel, Attorneys, Clients and Witnesses via email, phone, and in person.
- Managed HR/Office functions such as scheduling and invoice payments.

2013 – 2017 **Guckin Funeral Mansion** Philadelphia, Pa.

Director's Assistant/Master of Ceremonies/Greeter

- Worked individually with families regarding all aspects of the funeral services including bereavement, care and preparation of decedents for funeral services, merchandise sales, event planning and service conducting.
- Consulted with families or friends of decedent to arrange services such as obituary wording, prayer card poem selections, and casket selection.
- During viewing service, greeted all members attending the service with excellent care, empathy, professionalism, and support.
- Removal of decedent from an instate to the funeral home.
Responsible for layout and design of memorial prayer cards and other printed products.
- Restocked inventory of products, chemicals, and coming-of-age items as well as implementing new ordering techniques.
- Highly Proficient with Customer Service Skills via in person, on the phone, or email. Most "First Time Visit" with a family is over the phone. Proper Phone etiquette is needed to ensure that the loved one who just passed is in safe hands.

2007-2010 **Quest Diagnostics** Norristown, Pa.

Billing Coordinator/BDE Billing Rep

- Data entry of billing mnemonics and all required billing information that appeared on imaged requisitions; gained ICD-9 and CPT coding knowledge (Certified in ICD-9 Coding for year 2010).
- Exceeded Production/Quality Quota (106%/98%) on a weekly basis.
- Able to work in all billing queues and sustain high levels of speed and accuracy; able to meet and exceed quality and production standards.
- Maintained Compliance and HIPPA regulations at all times.

- Assisted in creative incentives such as “The 1000 Club” to motivate workers to exceed their work expectations.

2004-2006 **U.S. Department of Defense** Philadelphia, Pa.

Trainer/ Administrative/ Clerical

- Trained Navy Civilians and militants with basic, intermediate, and advanced computer skills mainly focusing on Microsoft Office 2000+. Trained employees with basic ethics and good working environment skills such as “Lean Six Sigma” and “Coaching for High Performance”.
- Worked with over 3,000 Navy, Army, and Marine Civilians and militants daily. Gained communication skills via email, phone, and in-person.
- Managed two student based programs (EXCEL and SCEP). Recruited 40 local high school seniors and made sure they graduated with some work experience with the government.
- Performed clerical duties such as faxing, protecting confidential documents, and preparing meetings for my superiors.
- Identified areas of operation that need upgraded equipment such as modems, fiber optic cables, and telephone wires. Trained users in use of equipments.

EDUCATION

2016- 2017 **Mercer County Community College** Trenton, NJ

Associates in Applied Science

- Funeral Directing/Service Program
- Expected Graduation Date – May 2018

2012- 2016 **Community College of Philadelphia** Philadelphia, Pa

Associates in Liberal Arts – Science, Culture, and Technology

- GPA 3.01 out of 4.0
- Inducted into Phi Theta Kappa National Honors Society in 2015.
- Graduation Date – May, 2016.

2004-2006 **La Salle University** Philadelphia, Pa

Business Management

- GPA 3.34 out of 4.0 in field of concentration.
- Member of Academic Discovery Program; Member of ADP Leadership Committee 2002-2004.

2000-2004 **Olney High School** Philadelphia, Pa

High School Diploma

- Member of National Honors Society, 2002-2004.
- Eugene Baker Educational Scholarship Recipient, 2004
- Presidential Academic Award Recipient, 2004