

Irma Santiago

3128 Hellerman Street,
Philadelphia, PA 19149-3131

267-647-8431

Irma.I.Santiago@Phila.Gov

Objectives

Clerical/Administration: To utilize word processing software and other business computer applications. Highly skilled in Office automation, Administration, and Database management.

Experience

City of Philadelphia, **FIRE DEPARTMENT**, Fire Administration Building, 240 Spring Garden Street, Philadelphia, PA 19123-2991,

(215) 686-1375

Dates From 2016– Present

CLERK III:

Post and keystroke compensatory and Overtime provided on the **Finance Department Time Records, Legacy Payroll** system at the speed **8000-15000 KPH**; maintained personnel attendance records on all civilians, medics, and uniformed fire department employees; maintained office records of employee leave balances and conversion activities, authorization of leave requests, i.e. vacation, sick/family extended medical, vacation, holiday, administrative leave, military leave, funeral leave, jury duty, training leave, or excused leave; FMLA; reviewed sick leave documentation and records in accordance; Established and ensured confidential orientation with personnel members for Retirement Exit, and or Resignation. Provided information on leave procedures and policies in accordance to the assigned Time, Attendance & Pay Guidelines in an accurate and rapid timely manner. Used software program, **Oracle, E-Business Suite, Manage Self-Service**, in the order to process the report of separation retirement and resignations in the document of records, Service History records, Permanent Memorandum and Term Pay 5-year audit of Leave; Pension, Payroll and Benefit. Mature and Responsible work habits.

City of Philadelphia, **DEPARTMENT OF HUMAN SERVICES**, 1515 Arch Street, Philadelphia, PA 19102-1501,

(215) 683-4347

Dates From 2006– 2016

WORD PROCESSING SPECIALIST II

Provided data entry support. Prepared and finalized documents which generates the Intake Hot-Line Emergency Placement Reports, under the (CUA) Community Umbrella Agencies Emergency Kinship Referral Placements provided in the Legacy FACTS 1 and FACTS II system for the DHS Children and Youth Division Administration and Management, **(CYD, A&M)** in the unit, Data Services. **Typed 60-65 WPM**, legal memos and confidential letters in a business format and proper diction; Typed technical data with numbers, proof work, compile, compose, revise and correct drafts using word processing editing features. Opening and directing mail, receiving visitors, answering telephones, filing material, scheduling appointments and meetings. Photocopying

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and other office support and secretarial functions. Used software program by the policies and procedures relating to compliance regulations: **Legacy FACTS I, E-Business Suite, FACTS II, and DPW, (Department of Welfare, CIS system)**. Special attention, which it is followed in the order too access and enter family and children investigations, sort, merge and/or update data, entered confidential document information in an accurate and rapid timely manner.

Education

Strayer University, 1601 Cherry Street, Suite #100, Philadelphia, PA 19102-1315,
(267) 256-0200

04/2012 – 10/2014

Associates of Arts Business Administration Degree, **3.0 GPA**

Mayor: Concentration in Human Resources, Business Law

Minor: Business Management, Principal Management

Communication

CITE Business School, 714 Market Street, Philadelphia, PA 19106-2326,
(215) 922-6555

02/2002- 01/2003

Education Technical Trade and Secretarial/Science School- DIPLOMA

Mayor: Based on Technical Administrative procedure and applications: Excel, Access, PowerPoint, Microsoft Word, Outlook.

Minor: Proper clerical diction, order and accuracy using word processing editing features.

References

Supervisor: Theresa McDevitt, City of Philadelphia, Department of Law Revenue, (215) 686-0502

Human Resources Manager: Shauna Bracy, City of Philadelphia, Fire Department, Fire Administration Building, (215) 686-1380

Human Resources Manager: Judith Jones-Blanks, City of Philadelphia, Department of Human Services, (215) 683-4347

Student Success Coach: Khioverny Duarte, Strayer University, (267) 256-0205