

# RAQUEL Y. WATSON

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## Education and Training

**Bachelor of Science, Psychology, Industrial-Organizational**  
The Pennsylvania State University — University Park, PA  
GPA: 3.37

May 2017

## Skills

- Microsoft Office (Word, Excel, PowerPoint)
- Google Apps Suite (Sheets, Slides)
- PeopleSoft/CRM Systems
- Administrative/Clerical
- Conflict Resolution
- Customer Service
- File/Records Maintenance

## Experience

**Program Administrative Assistant** Aug 2017 to Current  
**A Second Chance, INC** — Philadelphia, PA

- Correspond via phone and email when following up with families and checking references
- Act as liaison to internal departments and external affiliate agencies
- Track/record data through Microsoft Excel
- Cover front desk when needed answering incoming calls and fulfilling inquiries with excellent customer service

**Processing Intern** Oct 2016 to May 2017  
**PHEAA** — State College, PA

- Revised account information such as names on file, repayment plans, due dates, postponing payments, and other account adjustments
- Maintained standards of completing 10-30 accounts in an hour depending on task
- Upheld confidentiality of customer information
- Honored requests made by borrowers in conjunction with the standards set by the Department of Education

**Asset and Property Management Intern** Jun 2016 to Aug 2016  
**Philadelphia Housing Authority** — Philadelphia, PA

- Assisted in conducting applicant screenings and recertification interviews with current tenants
- Utilized PeopleSoft CRM software to input potential resident applications, schedule interviews, and look up maintenance service orders
- Provided excellent customer service with every interaction
- Performed duties as acting property manager when the manager was tending to another site

**Campus Retail Dining** Feb 2015 to Sep 2016  
**The Pennsylvania State University** — University Park, PA

- Maintained high standards of customer service during production
- Communicated clearly and positively with coworkers and management
- Followed procedures for safe food preparation, assembly, and presentation
- Provided efficient on the job training to new employees during slow and peak hours

**Clerical Assistant/Intern** Jun 2015 to Aug 2015  
**The Consortium** — Philadelphia, PA

- Assisted director of adolescent drug and alcohol addiction program in daily tasks
- Organized, managed, and constructed medical charts of adolescent patients
- Communicated with therapists and psychiatrist of the facility in order to efficiently complete and gather files for therapy sessions