

COURTNEY T. ROBERTS

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QUALIFICATIONS PROFILE

- Adept in a wide array of office operations including administration, accounting, customer service, recruiting, executive support, and special projects
- Background includes working in healthcare, education, profit and non-profit organizations, including assisting with fundraising, community betterment, and social programs
- Relates easily to and builds productive relationships with all levels of professionals and individuals from diverse socioeconomic and ethnic backgrounds
- Proficient in use of all types of office equipment and Microsoft Office Word, Outlook Express; advanced in Excel; skilled in Lotus Notes; type 50 wpm

PROFESSIONAL EXPERIENCE

Berkadia – Ambler, PA

June 2017 to present

Facilities Coordinator

- Coordinates services (coffee, water, plants, etc.) and procures FF&E (furniture, artwork, signage) for approx. 60 branch offices across the United States
- Assists with Facilities projects (office relocation follow-ups, tracks project codes)
- Acts as administrator for the company Staples account (sets up users, approves orders)
- Processes invoices, sets up new vendors, tracks expenses
- Maintains accurate floor plans and vacancy reports for all offices
- Maintains up-to-date Certificates of Insurance on file with landlords for all offices
- Accounts Payable - responsible for entering all vendor vouchers by utilizing PeopleSoft

Acurian - Horsham, PA

July 2014 to March 2016

Site Services Associate

- Conducted follow-up calls for site verification and site validation process; performed data entry of information gathered during calls
- Processed letters and prepared materials and packages for mailing
- Maintained tracking and other administrative duties for site incentive programs

Key Achievements:

- Ability to handle a number of assignments simultaneously of varying degrees of urgency
- Utilized strong analytical skills to identify irregularities in processing and notified the appropriate parties

Art Institute of Philadelphia - Philadelphia, PA

January 2014 to July 2014

Assistant Director of Admissions

- Accurately and completely explained educational programs, expected outcomes, students services, and financial consideration to students, parents, and educators
- Scheduled and conducted interviews, pursued qualified candidates for enrollment, and determined appropriateness of candidates for admission based upon career goal compatibility
- Consistently conducted follow-up meetings, monthly at minimum, with all applicants to ensure successful matriculation
- Participated in appropriate recruitment and enrollment activities including: open houses, regional presentations, training sessions, orientation programs, career days, etc.

Key Achievements:

- Managed inquiries to achieve prompt contact and performance activity weekly goal
- Made prompt and effective contact with inquiries and redirected unqualified candidates based upon incompatible career goals

Accolade Inc. - Plymouth Meeting, PA

June 2011 to January 2014

Health Assistant

- Responsible for answering inbound and placing outbound calls regarding topics including medical benefits, claims questions, problems and escalations
- Provided medical education/counseling and medical/treatment decision support
- Acted as my clients' first trusted source for questions regarding benefits and medical care

Key Achievements:

- Assisted in the coordination of services with providers
- Collaborated with team members to deliver best possible service experience

Jevs Supports for Independence - Philadelphia, PA

October 2010 to February 2011

Resource Coordinator

- Coordinated client access to services and programs including personal assistance services, personal attendant services and supports for participant direction
- Reported to the Project Director to align participants with referred services
- Managed and completed paperwork and electronic documentation; communicated program parameters, compliance, HR considerations, and EEO guidelines as well as payroll and benefits
- Presented at public orientations and agency facilities
- Performed background screenings, enrolled and trained attendants, and processed related paperwork
- Compiled and presented reports to client and Project Director. Marketed services at job fairs, health fairs, and community events

Key Achievements:

- Repeatedly resolved customer issues within initial stages to retain positive client relations
- Successfully placed attendants with customers to meet and exceed customer expectations
- Utilized two databases: Horizon and TCM

Urban Industry Initiative - Philadelphia, PA

February 2010-July 2010

Employment and Training Specialist

- Held responsibility for integrating professional training and employment requirements for regional manufacturing companies
- Aligned company needs with resources in public and private sectors including local, state, and federal agencies that assist companies and individuals in employment considerations
- Partnered with companies to assess, identify, and create programs to meet training assistance needs

Key Achievements:

- Demonstrated ability to function competently in a team environment
- Utilized exceptional interpersonal skills to facilitate timely project/assignment completion

KRA Corporation Germantown Earn Center - Philadelphia, PA

August 2009-October 2009

Job Coach

- Prepared and delivered job coach sessions for adult TANF participants in an employment and advancement retention program
- Managed classroom and facilitated orientation and education sessions
- Assisted participants to create resumes and career documents
- Administered employment and English language competency tests
- Prepared and disseminated reports to senior management

Key Achievements:

- Supported program advancement through creating informational materials to increase participation
- Skillfully adhered to federal, state and contractor guidelines

EDUCATIONAL BACKGROUND

Bachelor of Arts in Africana Studies, University of Pittsburgh, Pittsburgh, PA; April 2004

- Recognized by University of Pittsburgh's 2004 chapter of BAS (Black Action Society)