

Tanya Falan Dunn
200 Hunt Avenue
Syracuse, New York 13205
(315)741-8173 (C) (Txt) / (315) 372-2063 (C) (Txt) (Other Alternative Number)
Allegrria71682003@yahoo.com / Alleegria71682003@gmail.com

Highlights

- Over 15 plus years of clerical and administrative experience
- Highly organized and efficient worker
- Strong communication skills, both in person and in written correspondence
- Able to perform data entry tasks, skilled in Microsoft Office Suite
- Proficient in use of Microsoft Office (2013/2016) Word, Excel, Access, PowerPoint, Office Publisher, Outlook, Captiva Software Systems, PeopleSoft, OnBase and Google Documents and Genesis2/Yardi/YadeeBreeze Software Applications
- Extensive experience knowledge with diverse customers and stake holder groups such as (students, staff faculty and visitors)

Relevant Experience

Administrative Assistant/Syracuse Model Neighborhood Facility via Robert Half Agency/Syracuse, New York **2019**

- Ran instant CAM (Common Area Maintenance charges) for conciliations via Genesis2/Yardi/YadeeBreeze Software Applications for accounts payables
- Calculated overheads and post charges using a single screen
- Created online work orders and route them to maintenance technicians
- Streamlined and centralized invoices electronically regarding any and all product and service vendor information for residential and commercial properties – including multifamily, affordable, condo, office, industrial, retail and self-storage buildings – as well as mixed portfolios. And any data processing thereof etc.

Administrative Assistant /Perigord Syracuse, New York **2016**

- Maintained customer confidence and protect operations by keeping information confidential
- Revised spreadsheet information by transcribing, editing, retrieving, information and graphics and any comparisons thereof
- Photo copying, stapling documents

Administrative Assistant /Women's Opportunity Center / Syracuse, New York **2015-2017**

- Collected and retained employer information for reports and statistical research
- Follow up of any employer applications and any inquiries thereof
- Enters employee data into the company record keeping system
- Processes paperwork for functional area according to established procedures

Administrative Assistant-Facilities Department / Rescue Mission / Syracuse, New York **2015**

- Provided administrative support to the Director of Facilities & Capital Planning and Regional Facilities Team Maintaining and Developed documents and spreadsheets, Processed monthly reports and attendance
- Maintained department communication board and other administrative tasks as assigned
- The first point of contact for handling all incoming calls regarding work requests, standard operating procedures, questions/clarification, information and emergencies. Tracked overall customer service for the departments
- Oversaw the work request processes by entering work request into the computer, routing them to the appropriate facilities team leader, and maintained accurate and timely communications with all involved in the projects until completion.

- Administrative Assistant / Jubilee Homes / Syracuse, New York** **2014-2015**
- Relayed information via telephone, electronic correspondence and in person to various constituents
 - Answered, screened and transferred external and internal phone calls by using multiline phone system
 - Created a wait list for clientele anticipating home ownership
 - Resolved administrative problems and inquiries
 - Received and directed visitors and clients to the proper departments
 - Managed spreadsheets, contacts, office supplies
- Administrative Assistant / Citizen Action / Syracuse, New York** **2013-2014**
- Prepared documents (agendas, memos, flyers and directories) and spreadsheets
 - Prepared bulk mailings, faxing, filing
 - Participated in community legislative and social policy activities
 - Received and directed visitors and clients to the proper departments
- Circle Leader-Team Member / Housing Visions/Visions for Change/Syracuse, New York** **2013**
- Attended conference meetings
 - Customer service enrichment
 - Professional Development
 - Executed solutions to community concerns
 - Promoted the vision and strategies within the community
 - Took action to promote a positive team contribute to development of detailed action plans
 - Flexibility about working on team tasks
- File Clerk/Office Help / Onondaga County Food Stamp Unit /Syracuse, New York 2012-2013**
- Assessed and assisted with individual needs based on their benefits
 - Organized and prepared files for claimant information for the Food Stamp Department
 - Modify and improved filing systems, or implement new filing system.
 - Performed periodic inspections of materials or files in order to ensure correct placement, legibility, and proper condition
- Document Processor/ Syracuse University/ Enrollment Management Processing Center /Syracuse, New York** **2011-2012**
- Opened mail, batching, sorting applications
 - Data processing, imaging, indexing, interpreting application materials
 - Revised, and classified data, filing, mass mailing preparation, researching problems
 - Setting user defaults for academic course coding, and performing deletions of graduated students
 - Purged files as needed, with the Graduate/Undergraduate Department
 - Used various software applications such as PeopleSoft, OnBase and MySlice
- Claims Adjuster Medicare Claims B/D/ Kelly Services at National Government Services /Syracuse, New York** **2008**
- Entered data for business accounts pertaining to patients inquiries, including demographic
 - Analyzed, corrected and tracked data
 - Maintained confidentiality for all patient medical and, or financial transactions
- Administrative Assistant /Mystee Foundation nonprofit of Syracuse University (then)/Syracuse, New York** **2007-2008**
- Proofed and tracked errors in data; entered revisions/corrections to data for publications
 - Edited brochures and developed press releases
 - Supported client needs according to company policies and procedures

**Data Specialist Billing P&C/Paid/Claims Adjuster Workers Compensation / TCA Consultants
 (Glastonbury Connecticut 06033 at The Hartford / Syracuse, New York 13205)**

2006

- Entered data for customer, patient and constituents inquiries, in addition to demographic in the receipt of payment
- Maintained extensive electronic files of student performance, preparing reports as required
- Proofed and tracked errors in databank
- Conducted revisions/corrections to database
- Coded checks to ensure patient payments were up-to-date

Education and Professional Development

OSHA-11006065298-	SUNY-Morrisville-EOC/Occupational Safety and Health Council- Syracuse, New York	2019
Microsoft Office 2018	CNY Works, Syracuse, NY	2017
Elections Inspector	Onondaga County Board of Elections, Syracuse, NY	2018
Business Office Administrative Training	Women’s Opportunity Center, Syracuse, NY	2015
Office-Green Strategies	Women’s Opportunity Center, Syracuse NY	2015
Certificate Biomedical/Preventative Blood Borne Infections/Code of Conduct Compliance and Safety Training	Maxim Health Care, Syracuse, NY	2016
Certified Workplace Competency Job Readiness Program	TED Center Syracuse University, Syracuse, NY	2013
Certificate Choosing To Thrive	Housing Visions/Visions for Change, Syracuse, NY	2013
Certified National Work Ready Credential	Center for Community Alternatives, Syracuse, NY	2011
Certified Computer Software	SUNY/Morrisville EOC, Syracuse, NY	2010
Certified ARRA	P.E.A.C.E Incorporated-SUNY EOC, Syracuse NY	2010
Certificate Computer Software Enrichment	CNY Works, Syracuse, NY	2005
High School Diploma	George W. Fowler High School, Syracuse, NY	

.....Further employment information available upon request.....

Tanya Falan Dunn
(315)-741-8173 (Cell)
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Thursday, July 19, 2018

Re: Employment Opportunities (Administrative-General Office-Claims etc)

Attention: Human Resources Manager

Dear Human Resources Manager:

I am interested in working for your agency/company facility. I have several of experience in clerical/administrative support services. My professional career has taken me to various business environments and educational institutions.

Some of my relevant skills that demonstrate the value that I would add to your company include:

1. In-depth experience in data management, research, correspondence, organizing meetings and customer service
2. Working knowledge of computer applications including MS Office Suite, MS Word, Excel, PowerPoint and Access, PowerPoint and Google Documents 2013/2016 and Genesis2/Yardi/YadeeBreeze
3. Resourceful problem-solver who uses her initiative and organizational skills to get the job done
4. Team member who is always prepared to go the extra mile
5. Self-directed professional who works well in a fast paced work environment while dealing with conflicting demands

In terms of salary (which is of great concern) in my professional career, it has been varied, but the environment and knowledge obtained is what's most important.

I look forward to meeting with you to discuss my qualifications for this position. You may contact me at (315741-8173 or e-mail me at allegria71682003@yahoo.com).

Sincerely Yours,

Miss. Tanya Falan Dunn

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 Syracuse, New York 13205
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SUMMARY OF QUALIFICATIONS

- Knowledgeable professional with several years of clerical and administrative support experience
- Proven excellence in managing multiple tasks and completing tasks in a timely manor
- Proven project management skills including working with tight deadlines
- Experienced in communicating with a variety of different audiences and individuals
- Adaptable individual possessing strong analytical, solution-oriented and organizational skills

SOFTWARE AND DOCUMENT PROFICIENCIES

- | | |
|--|---|
| <ul style="list-style-type: none"> • Captiva Software Systems • Developing Correspondence • PeopleSoft & OnBase • Microsoft Office 2016 Proficient: Access, Excel, PowerPoint and Google Documents and Desktop Publisher • My Slice | <ul style="list-style-type: none"> • Data Specialist • Generating Reports • Document Processor • Project Management |
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PROFESSIONAL SKILLS

- Administrative Support**
 - Performed data processing, imaging, indexing, and correction of data
 - Prepared mass mailing for management including bulk mailing postage and labeling
 - Helped to organize correct and update document files as needed
 - Maintained extensive electronic files an hard copies of student performance in addition to generating reports (as needed)
 - Performed periodic inspections of materials and files to ensure correct placement and legibility
 - Placed materials into storage receptacles, such as file cabinets, boxes, bins, or drawers, according to classification and identification information
- Customer Service & Relations**
 - Worked directly with customers via telephone, electronically and on site
 - Obtained and evaluated all relevant information resource to handle product and service inquiries
 - Created new clientele-customer accounts by ensuring proper customer service and adhering to company strategies
 - Managed individual customer accounts to retain business growth
 - Helped to assist customers by determining their needs
 - Performed various clientele-customer verifications for proper retrieval and referrals
 - Highly experienced in diversity with customers and the workforce
- Communication & Organizational**
 - Maintained accurate and timely communications to ensure project completion using various software
 - Fluent in the use of multi-line phone systems and other office equipment (such as scanners, faxes and copiers)
 - Researching and analyzing data that was compiled via trouble shooting and user defaults
 - Maintained accurate and timely communications with all involved in the projects until completion

EXPERIENCE

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| <ul style="list-style-type: none"> • Office Clerk - Pharma International via Staff Works – Syracuse, New York 13205 • Administrative Assistant -Rescue Mission Facilities – Syracuse, New York 13205 • Administrative Support - Jubilee Homes – Syracuse, New York 13202 • File Clerk - Onondaga - County Food Stamp - Syracuse, New York 13202 • Document Processor- Syracuse University - Syracuse, New York 13202 | <ul style="list-style-type: none"> (2016) (2015) (2014-2015) (2012-2013) (2011-2012) |
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EDUCATION

- **OSHA-11006065298-SUNY-Morrisville-EOC/Occupational Safety and Health Council-** Syracuse, New York (2019)
- **CNY Works - Microsoft Office 2016**– Syracuse, New York13203 (2017)
- **Maxim Health Care** – Biomedical/Preventative Blood Borne Infections
Code of Conduct Compliance and Safety Training– Syracuse, NY 13202 (2016)
- **Women’s Opportunity Center** - Business Office Administrative Training - Syracuse, New York 1320 (2015)
- **TED Center Syracuse University** - Certified National Career Readiness – Syracuse New York 13224 (2013)
- **SUNY Morrisville** - Certified Computer Software – Syracuse, New York 13202 (2010)
- **CNY Works** - Certified Computer Software Enrichment – Syracuse, New York 13203 (2005)
-Further employment information available upon request.....