**[Administrative Assistant Customer Service](https://www.postjobfree.com/resume/ad0jdw/administrative-assistant-fitchburg-ma)**

**Location:**Fitchburg, MA

**Posted:**October 21, 2023

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**Resume:**

BRENDA M BODANZA

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BBODANZA626@GMAIL.COM

351-667-4494

ADMINISTRATIVE ASSISTANT

Exceptional detailed, organized, business professional with the ability to multitask multiple business manager projects simultaneously. Proven competencies as an office administrator, independently working and maintaining a professional atmosphere, self-starter. Deliver positive results, leading to increased levels of responsibility and recognition. Well-developed communication skills to work directly with people from diverse professional and culture backgrounds. Core areas of performance include:

\*Client Relationship/Management \*Computer Literate

\* Accounts Payable/Accounts Receivable \*Detailed Documentation

\* Microsoft/ Excel/QuickBooks \*Team Builder/Leadership

Professional Experience

H&R Block~ Fitchburg, Ma. 01420

CST~ Customer Service Technician (Seasonal) –January 2023-April 2023

Handle customer inquiries and complaints. Provide info on services and products. Troubleshoot and resolve product issues and concerns. Document and update customer records. Scheduling. Process fees and nightly deposits.

Winn Company~ Fitchburg,Ma~ Fitchburg Place Apt.

Property Manager Assistant- June 2020-Dec 2022

Monitor collections, post rent payments; perform all aspects of apartment leasing. Provide tours. Process annual and interim recertifications, Prepare resident files, property binders, office audits and inspections. Respond to resident issues and complaints in a timely fashion. Accompany Attorney in Housing Court.

Metropolitan Water District ~ Parker Dam, Gene Camp`Arizona

Temp Administrative Assistant 1- November 6th 2018-December 13th, 2018

Entered purchases on Procurement card and reconciled as well. Processed Requisitions, contacted vendors for invoices, which were missing. Did outlook calendar and mail runs. Distributed mail/checks to all employees. Took testing to drive company vehicles and processed orders to Warehouse as well as pick –up. I familiarized myself to the complete web site of Metropolitan as well as update myself on all policies.

Town of Westminster~ 11 South Street~Westminster, MA. 01473

Administrative Assistant~ July 2012-August 2017

Review and assist with building, wiring, plumbing and gas permit applications for completeness in order to be in compliance with local policies. Process and issue a variety of permits along with collecting fees and maintaining related records. Report permit activity to local boards and forward reports to appropriate state and federal agencies, and others that come into office requesting same.

Scheduled daily inspections/meetings for the Building Commissioner, as well as maintain all permits for the Wire Inspector and Plumbing/Gas Inspectors. Work with other departments to guide homeowners/realtors, contractors and investors. Maintain Accounts Payable and Accounts Receivable, besides Payroll of Department. Prepared Town Reports of Building Department and yearly budget. Work/worked closely with ITT Technician to develop a more detailed permit data base that would provide accuracy, accountability and prohibit room for embezzlement. Maintained phone lines, providing exceptional customer service. Educated self with the Town-By-Laws as well as Zoning requirements. Preformed proof-reading for Town Planner as well provided copies/mailings when requested. Worked with ITT Tech and Treasure/Collector to improve collecting delinquent taxes. Improve Web Site. Worked with Attorney’s, providing requested documents. Delegated additional jobs to volunteer staff. Worked with numerous departments to provide the best working atmosphere possible. Worked independently with very little supervision.

LIFE CARE CENTERS OF AMERICAN HIGHLANDS~ Fitchburg, MA 01420

Customer Service Representative April 2012-August 2012

Worked under the direction of the Director of Business, Director of Admissions. Maintained office duties, data entry, switchboard, filing, greet visitors, and organizing skills while preparing clerical information professionally.

EMERGENCY DEPARTMENT/LEOMINSTER HOSPITAL

Critical Care Technician January 2000-April 2008

Worked under the direction of Doctors/Nursing Staff. Emergency care along with monitoring vitals, stats, performing EKG’s, I.V.’s, phlebotomist, wound care, data entry, and documentation. Knowledge of medical supplies, post-mortem care. One on one care with critical/suicidal patients.

BILLING/CODING OFFICE/LEOMINSTER HOSPITAL

Office Clerk-Coder April 2008-July 2008

Worked independently billing/coding medical transactions. Took admissions book from ED in which I coded new arrivals daily. Communicated via e-mail with other medical personnel. Attended training sessions to keep up with new services/requirements to provide the best services

Job was bided out to Professional Organization separate from in- house personnel.

EDUCATION

~Mount Wachusett Community College- Certified Mental Health Technician-1989 Intership~Battered Women’s Resources~1990

~Course Work~ Human Services~1992

~Monty Tech Continuing Education~ Medical Assistant~Medical Billing~ 2000

~Hope, Inc.~ Microsoft Services~Excel~Publisher~2014

~Fred Pryor~Business Writing Certificate~2004

~ Monty Tech Continual Education~Paralegal Preparation 1~2014

~Majestic Wellness Acedemy~Certified X-tract Coach~2017

~Young Living Essential Oils~Independent Distributor # 223648~2015

~ Certificate of Completion ~ Bank Agency Training~ Tax Season 2023

CREDENTIALS

Ellen Sheehan~Town Clerk~Town of Westminster- 978-944-4912~ Carpenter Lane~Westminster,MA 01473

Renee Roy~ Westminster MA -978-859-8123

Evelyn Velasques~ Fitchburg MA- 978-343-3098 cell` 978-833-9390

Sarah Baily~ 300 Meadows Drive-Sterling 978-894-6723