**[Data Entry Administrative Assistant](https://www.postjobfree.com/resume/adzttx/data-entry-administrative-norfolk-va)**

**Location:**Norfolk, VA

**Posted:**September 20, 2023

**Contact Info:**

sheyann0525@gmail.com

757-309-2545

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Job Description (optional) 



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**Resume:**

Roschone L. Anderson

757.309.2545 sheyann0525@gmail.com

Objective

To acquire employment that allows me to utilize/ enhance my skills in data entry, customer service, contract review, and providing public assistance for service programs.

Education

ASSOCIATES DEGREE DECEMBER 2022 TIDEWATER COMMUNITY COLLEGE, NORFOLK, VA

Major: Human Services

Related coursework: Psychology, Sociology, Human Services Studies

CERTIFICATE MAY 2011 NORFOLK TECHNICAL CENTER, NORFOLK, VA

Major: Pharmacy Technician

Certification: July 2011

Skills

Data Entry

Microsoft Suite: Word, Excel, PowerPoint

504 ADA compliance

Debt collections

Call Center Experience

MANAGEMENT

In compliance with Section 504 of the Americans with Disabilities Act (ADA) managed disabled individuals in their search for employment, housing, and setting life goals.

Managed staff of Norfolk Library to provide customer assistance, building upkeep and development of library programs and day to day operations.

COMMUNICATION

Screen applicants for public assistance.

Coordinates appeals and fair hearing, maintains request for quality control.

TRAINING

Crisis Training, Fuel Training, Cooling Training

Microsoft Word, Excel, PowerPoint

Studio, Zoom, Teams, WebEx

Experience

ADMINISTRATIVE ASSISTANT PRIORITY STAFFING, CHESAPEAKE, VA JULY 2023 – PRESENT

Managed the daily office activities, provided general support to visitors, provided detail information on vehicle locations, transferred calls to various departments, organized and scheduled appointments and meetings, data entry, processing mail, filing, faxing, telephoning, photocopying, and reporting.

CALL CENTER RECEPTIONIST PRIORITY STAFFING, CHESAPEAKE, VA MARCH 2013 – APRIL 2016

Assigned to various companies such as Team Mobile, Boost, Verizon.

Responded to inbound calls and made outbound calls, managed the retrieval, response and logging of emails, data entry of customers information and purchased items. Draft work orders for residential and commercial accounts and other administrative duties as assigned.

Worked for Portfolio Recovery as a Legal Clerk. Researched debt collection laws for staff. Managed front desk phone, fax, and email and processed incoming and outgoing mail.

ADMINISTRATIVE ASSISTANT COR-TECH JANUARY 2023 – MAY 2023

Managed the daily office activities, provided general support to visitors, provided detail information on vehicle locations, transferred calls to various departments, organized and scheduled appointments and meetings, data entry, processing mail, filing, faxing, telephoning, photocopying, and reporting.

BENEFIT PROGRAM AIDE 1 CITY OF CHESAPEAKE NOV. 2019 – MAR. 2022

Perform clerical work, involving the determination and redetermination of individuals and families applying for financial, housing, medical, and nutritional assistance under government programs. Responsibilities include applicant screening, record maintenance, routine clerical tasks such as typing correspondence, data entry, processing mail, filing, faxing, telephoning, photocopying, and reporting.

HUMAN SERVICE AIDE CITY OF NORFOLK HUMAN SERVICES APRIL 2019 – NOVEMBER 2019

Assist hearing impaired, visually impaired, limited English proficient, and low to moderate educated individuals and families with imputing into the system: Social Security numbers, names, date of birth, demographic information, and credit authorizations.

Retrieve and upload applications into the State Verification Exchange System (SVES) for the Supplemental Nutrition Assistance Program (SNAP).

Manage hard copy mail and respond to email and telephone inquiries regarding SNAP. Perform data entry, and other administrative duties as assigned.

LIBRARY ASSISTANT 1 CITY OF NORFOLK FEBRUARY 2014 – APRIL 2019

Manage part time staff of three.

Communicate directly with library external stakeholders.

Provide instruction to library external stakeholders on how to use the library computers, public access catalogs, locating reading materials, and using A/V equipment.

Planned and promoted children and adult literacy programs, developed cultural and holiday display boards.

ADMINISTRATIVE SUPPORT RELIANCE STAFFING, VIRGINIA BEACH, VA JULY 2007 – OCT 2015

Processed bank deposits, and vouchers PAYMENTS,

Ensured client information was HIPPA compliance.

Other administrative duties as assigned.