

Tineisha R. Hawkins

4902 Olympia Pl.

Waldorf, MD 20602

Phone: 240-938-3398

Email: Hawkins.Tineisha@yahoo.com

PROFESSIONAL EXPERIENCE

10/2020 - Present, General Clerk III, Pension Benefit Guarantee Corporation (PBGC/The Data Entry Company).

- Process pensioners' mail which includes receiving, sorting, scanning, and inputting information into a database for the PBGC.

01/2018 - 2020, Administration Assistant, The Charleston Senior Community, Waldorf, Maryland, Supervisor: Cynthia Johnson, Tel: (301) 710-2805.

- Assisted with resident trust accounts receivable and payable processes in accordance with policies and procedures.
- Processed information according to predetermined deadlines to prioritize clients, ensuring residents and families received the highest quality of service in a caring and compassionate atmosphere.
- Assisted with patient programs as requested.

08/2017 - 01/2018, Mail Processing Clerk, United States Postal Service, Merrifield, VA, Supervisor: Alex Jackson, Tel: (703) 326-5100.

- Collated, bundled and transferred over 1,000 processed mail from various areas within the mailroom facility.
- Lifted mail sacks weighing 70 pounds.
- Unloaded mail from trucks and delivered mail to designated distribution areas.
- Operated and stacked empty mail equipment.
- Inspected equipment for mail and restring sacks.
- Canceled stamps and distributed parcel post mail.
- Operated cancelling machines and carried mail from cancelling machine to distribution area.
- Operated forklifts to move heavy mail sacks.
- Rewrapped damaged parcels.
- Weighed incoming mail sack.
- Operated equipment and machinery assigned to the jurisdiction of the Mail Handler Union.
- Loaded postal trucks and ensured parcels were packed in delivery route order.
- Operated and maintained various types of automated sorting and scanning machines used for mail processing and distribution.

10/2016 - 07/2017, Podiatrist Assistant, The Medical Office of Dr. Perlman, Waldorf, MD, Supervisor: Melvin McPherson, Tel: (301) 254-4960.

- Checked daily medical schedules for accuracy.
- Posted schedules in treatment rooms.
- Sterilized and disinfected medical equipment.
- Arranged instrument trays and prepared additional medical materials per podiatrist instructions.
- Recorded treatment information in patient records.
- Kept patient files up-to-date and accurate.
- Assisted doctors with setting up supplies, rooms, and medical tools for procedures.
- Arranged x-rays machines and assisted with reading of results.
- Managed daily operations of the office under the direction of Podiatrist.
- Opened and closed Podiatrist Office according to office protocols.
- Kept office clean and neat by ensuring trash was emptied and ensuring service and waiting areas remained neat.
- Reviewed office supplies and made orders when supplies were under stock per requirements.
- Managed cash draw to ensure accurate funds were maintained.

- Displayed the Health Insurance Portability and Accountability (HIPPA) notices throughout the office environment per regulations.
- Greeted surgical patients and prepared them for surgery.
- Answered patients' questions from telephone calls and in-person with professionalism and tact.
- Checked patients in for medical procedures and escorted them to medical treatment rooms.

Accomplishments: Reorganized medical office file and stocking rooms which aided with increase office efficiency. Received a 99% customer satisfaction response based on customer feedback surveys. Stayed under office budget when ordering supplies and equipment which decreased the office operating cost by 40%.

04/2015 - 04/2016, Administrative Assistant/Receptionist, Family Dental, LLC, Waldorf, MD,
Supervisor: Yip Younger, Tel: (301) 932-1105.

- Opened and closed dental office according to office protocols.
- Managed office settings by keeping office clean and ensuring trash was emptied and service and waiting areas remained neat.
- Photocopied, faxed, and mailed medical information and documents.
- Maintained and managed electronic and hard copy filing system.
- Prepared written responses to routine inquiries.
- Checked daily medical schedules for accuracy.
- Posted schedules in treatment rooms.
- Displayed the Health Insurance Portability and Accountability (HIPPA) notices throughout the office environment per regulations.
- Answered phone calls in a professional manner.
- Greeted and checked patients in for scheduled appointments.
- Made follow-up appointments with patients as needed and escorted patients to medical treatment rooms.
- Opened, distributed, and sorted incoming mail and correspondence.
- Maintained and managed office supply inventories.
- Ordered supplies as necessary.
- Compiled and retrieved documents from filing system.
- Coordinated maintenance of office equipment.
- Maintained and coordinated records of staff, telephone lines and petty cash.

03/2013 - 04/2015, Assistant Clerk, Navy NSF Indian Base, Indian Head, MD.

- Greeted customers as they arrived at dining facilities.
- Checked customers in and escorted them to dining facilities seating area.
- Operated cash register.
- Maintained funds in register and followed base policy in voiding transactions.
- Kept front area clean and orderly.
- Answered customers' questions and addressed concern about the food menu.
- Compiled, maintained, and checked inventory of food to ensure the proper amount was available based upon stock order sheets.
- Counted food stock supplies and post totals to inventory records.
- Verified data on sheets to what was present in the stock room.
- Reported and briefed on inventory balances and shortages.

01/2007 - 06/2014, Tax Office Assistant (Intermittent), JRJ Income Tax Service, Waldorf, MD,
Supervisor: Sonya Keys, Tel: (301) 843-8721.

- Reviewed 80-100 financial records to include income statements and documentation of expenditures to determine forms needed to prepare return.
- Affixed revenue stamps to tax reports to cover amount of tax due.
- Analyzed and corrected errors as dictated by the Registered Tax Return Preparer.
- Assisted and supported tax consultants by researching legislation, tax treaties, case law, and the Internal Revenue Service (IRS) administrative positions on different international and corporate tax issues.

- Drafted memoranda summarizing research findings.
- Scanned tax documents and verified all information entered on the documents were correct.
- Verified forms and followed tax professional standards and ethics in tax assistant functions utilizing the IRS compliance guide 501(c) (3).
- Answered phones and greeted clients.
- Made appointments and answered clients' questions.
- Addressed problems and complaints in person and by phone.
- Handled sensitive and confidential information properly and according to the company's rules and regulations.

EDUCATION

High School Diploma, Westlake High School, Waldorf, MD, 6/2007

AWARDS

Outstanding Customer Service Award, 2016

PROFESSIONAL ATTRIBUTES: Highly motivated, energetic, results oriented employee with over 10 years of progressive experience in Office Management and Customer Service. A proven record in managing priorities and utilizing exceptional communication and customer service skills. Demonstrated ability to relate to clients from diverse backgrounds. A valuable and dedicated team member with the capability and dedication to improve office efficiency.

References available upon request.