

Monique Archuleta-Garcia

ASSOCIATE XCEL ENERGY

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To obtain a Clerical position in which my customer service, secretarial, and general office skills will be fully utilized.

WORK EXPERIENCE

ASSOCIATE XCEL ENERGY

ENTELEE STAFFING - February 2011 to January 2013

Provide positive customer interaction through (phone, web, email, mail.) Support our team with processing and paying invoices, billing & expense reporting. Enter payroll time entry for union/non-union personnel. Provide basic office operations; phone answering, ordering office supplies, mail distribution, maintaining, and update databases. Generate work orders and perform final review and closeout of completed work packets.

FILE CLERK FLEXTRONICS

AREOTEK STAFFING - October 2009 to January 2011

File new paper work and make new files. Creating tabs for the files as the new paper work comes in. I also had to scan paper work into the computer to put into their online file room. I would keep track of what comes in and out of the file room. Sometimes new paper work comes on CD form and I would have to download it onto their site and print to make new files. Order supplies for the entire legal department. Archive all old files and send them to their off-site storage. I kept track of new and old files on excel. I worked on power point changing the charts and changing the names

RECEPTIONIST THE ARGYLE

- January 2009 to August 2009

I answered multiple phone lines and would transfer calls to the correct department. Ensures completion of paperwork, sign-in. Greet and direct all visitors. Help customers with questions they have. Sorts and distributes incoming and outgoing mail. I also would have to use a walkie-talkie to call the caregiver when a resident needed help.

FILE CLERK

RECEPTIONIST APPLEONE STAFFING - September 2008 to December 2008

My job duties were; filing all legal documents, making new files and labels for old cases. Reorganize the file room with new files and old files organizing them by year and type of case. Answer five different phone lines for the lawyers and transfer out the calls. I use Microsoft Word, Microsoft Excel and Outlook. I was also doing a lot of data entry putting information of the old cases in the computers. I would fax, photo-copy and scan documents for the lawyers.

AR7 (Architects) I answered and routed telephone calls, retrieved data from internal system, data entry and greet clients/customers as they came in. There was mail that I had to distribute out and other miscellaneous administrative duties as assigned.

COURT JUDICIAL ASSISTANT STATE OF COLORADO

ARAPAHOE DISTRICT - Denver, CO - March 2004 to July 2007

Provided customer service helping customers find documents in the files helping them make copies. Intakes and disbursed monies owed to the court. The clerk's office and court rooms would send down originals/copies of documents that needed to be entered on to the computers and I would have to enter what type of document it was and date. Filing maintenance; with the documents that came down from the clerk's office and court rooms After entering them onto the computer I would then have to file them. I would have mail request from other Colorado Agencies wanting to know if the defendant had any priors and I would have to fax or email a copy to the agency. We would get court reporter notes that I would have to deliver to the Court of Appeals on weekly bases. The first nine months working in Arapahoe I was working in the Juvenile Court Room. Then we transferred over to Criminal/Civil Cases. Everything was confidential. I pulled files for everyday court proceedings, filing documents into the files everyday as pleadings came in and went out. Data entry everyday while court is in session. Sentencings and Mittimusses had to be done in a timely manner. Assist the Judge with case flow management and maintain an orderly courtroom. I would schedule court hearings while in court and over phone. Answer phones, Customer service, and communicate with defendants on an everyday bases. Scan in and out documents through Lexis-Nexis

CAUSAL CLERK UNITED STATES POSTAL SERVIC

- December 2003 to December 2003

12/2003

I separated mail into the correct bins, lift boxes and load the trucks with mail

EDUCATION

BACHELOR OF SCIENCE in PSYCHOLOGY

UNIVERSITY OF PHOENIX - Denver, CO

Word Processing Basics

EMILY GRIFFITH OPPORTUNITY SCHOOL - Denver, CO

ADDITIONAL INFORMATION

SKILLS & ABILITIES

- Passport
- E-Clipse (I-con)
- E-filing (Lexis-Nexis)
- Microsoft Word
- Microsoft Excel
- Power Point
- Outlook
- Work well under pressure to meet deadline
- Responsible, efficient, and flexible
- Quick learner, eager to further my knowledge and skills
- 50 WPM