

Karen Poteet

2910 Hawk St - Federal Heights, CO 80260
karen8451@yahoo.com - 9012795752

I recently moved from Memphis Tennessee after retiring from the City of Memphis, where I worked as a civilian employee of the Memphis Police Department. I enjoyed the often fast pace and always interesting exchange with officers and other persons I dealt with on a daily basis. I am looking for a position that will provide a similar experience.

WORK EXPERIENCE

Clerk A

City of Memphis, Police Dept., Compstat - Memphis, TN - March 2004 to May 2014

Responsibilities

Handling phone calls from officers in the field to conduct research and assign report numbers. Data entering of preliminary report information. Taking phone calls from repo and tow company representatives to research vehicles for possible police action, and to assigning case numbers. Entering data from completed reports and citations hand written in the field, and information from repo and tow representatives.

Accomplishments

Compiling and presented a schedule which converted a rotating shift to a permanent schedule, creating better coverage of a small staff for a 24/7 requirement.

Developed clear and concise forms to streamline information received via phone for later data entry.

Skills Used

Multi-line phone, research and data entry of information received via phone, handling officers and repo/tow representatives, often in dangerous and stressful situations. Data entry from reports and citations handwritten in the field. Entry of data from often graphic and distressing crime scenes. Confidentiality. Occasionally entering data in real time from witnesses and suspects.

Administrative Support

Belz Enterprises - Memphis, TN - June 2001 to June 2004

Responsibilities

Performed clerical and administrative duties for the Accounting Occasional Department. Typed letters, contacts, ordered supplies, fielded phone calls, handled incoming and outgoing mail, compiled reports for meetings, and set up meeting rooms.

Accomplishments

I kept the various members of the accounting staff supplied and up to date, taking care of their clerical needs.

Skills Used

Data entry, postal kiosk, supply inventory and ordering, organizing and maintaining various monthly and annual files, conference room set up.

Receptionist for Dean's Office, Fogelman College of Business

University of Memphis - Memphis, TN - January 1997 to May 2001

Responsibilities

Fielding phonecalls for Assistant Deans, supervising and assigning Graduate Assistants, organizing searches for Chairs, organizing supply room, ordering supplies, greeting visitors,

Skills Used

Phone call handling, supervisory abilities, confidentiality, ordering, working with people from all walks of life and many countries.

EDUCATION

Some college in Anthropology

University of Memphis - Memphis, TN

1987 to 1996

SKILLS

Data entry, multi-line phone, and research.

AWARDS

Freshman Writers Award

June 1987

Professors chose from class assignment writings and presented them for consideration to a panel of judges. Two of my essays were entered and one of the writings was awarded the Freshman Writers Award.

CERTIFICATIONS

Annual TIES certification

August 2004 to October 2013

This certification gave access to the Tennessee Motor Vehicle Registration information, and all the states. This information was used to research vehicles for possible police action for both officers and repo/tow Representatives.

Notary for the State of Tennessee

Performed Notary duties for various companies at different times.