

Curriculum Vitae of Karen Marie Perram

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Education

2014 Red Cross CPR (Adult, Child, Infant) and First Aid
2011 Certificate III Aged Care
Certificate III Home and Community Care
2011 Microsoft Office 2007
The Computer Learning Centre Minnesota, USA
2010 Typing/Computer Keyboarding
Conducted by Macarthur Community College Inc.
2010 **Medical Terminology Course.**
Conducted by The Medical Register of Australia
2009 /2010 Photography 1, 2 & 3 Basic to Advanced.
Conducted by Macarthur Community College Inc.
1998 Microsoft Office Intermediate (4801BJ) Course.
Conducted by The Northern Sydney Institute of TAFE..
Conducted by Pollok Partners.
1996 Integrated Software Packages. VETAB Accredited.
Conducted Macarthur Community College Inc.
1980 – 1981 Home Economics Certificate.
Conducted by TAFE.

2014/ 2010

- Chandler Senior Independent Living USA
- Pond View Senior Dependant Living USA
- Waitressing USA
- Child Care USA
- **VEAP – Food Pantry USA**
- AVTEX - General Office Duties

Cap Agency Customer Service, Scott County, Minnesota, USA

2014 –

- Manage outlook calendar for client appointments who phone/walk-in
- Answer multi line phone system
- Announce appointments and pick ups
- Provide information and referrals to callers and/or walk-in clients
- Receive/direct visitors of the Agency to the proper person/program
- Clerical responsibilities-data entry, document scanning, copying, filing
- Collect information on clients and enter into Visions software
- Complete intake and recertification paperwork
- Attend meetings and trainings as assigned
- Responsible for office opening and/or closing procedure
- Maintain Customer Service lobby (Brochure racks and bulletin boards)

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VEAP, Minneapolis, USA 2013/2014

- Client appointments – phone/walk in
- Data entry
- Lobby intake- meet and greet clients
- Clearly communicate VEAP's policies and procedures to the clients
- Assist with food selection
- Sort warehouse products/stock pantry shelves
- Pack, distribute and assist clients regarding Summer Youth Food Program
- Promote VEAP by public speaking to groups and organisations

2012 Teacher's Aid

- Cammeray Public School, Sydney, NSW, Australia
- Working with children with special medical needs

MA Mitchell & Co Chartered Accountants: 1984- 2010

- **Personal Assistant**
- **General Office Duties - inquiries, appointments**
- **Answering the telephone**
- **Create and incorporate hard copy filing to software program.**
- **Receipting of monies for auditing and record retrieval, pettycash**
- **Hire and train employees**
- **Reporting financial statements for clients.**
- **Working to create partnerships with present and future clientele.**

1987 – 2014

Nanny/Carer and Child Care

- All aspects of nurturing children in a loving, caring environment
- Encouraging their individual achievements

2000 St Gertrude's Primary School Smithfield

- Reporting to the School Principle
- Clerical duties
- Receipting of monies for school banking
- Sort and archive records for auditing and record retrieval

1980 – 1983 Jenny Craig Weight loss Centre

- Phone skills and sales techniques
- Promoting a nutritional program, encouraging weight loss
- Teaching nutrition in a classroom environment

Community Services:

New South Wales Rural Fire Services

- Volunteer catering officer at Horsley Park Brigade

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Front Desk Receptionist
8 Weeks
CHASKA MN

I possess more than 25 years of progressive experience in the receptionist field. My professional history includes positions such as **Personal Assistant at M.A. Mitchell & Co Chartered Accountant** as well as more recently at **VEAP** (Volunteers Enlisted to Assist People) in Bloomington, MN and the **CAP Agency**, Shakopee , MN

During my employment, as a Receptionist, I worked in a fast paced customer service role. My responsibilities included assisting clients with appointments, using outlook calendar, all aspects of lobby intake, including greeting clients, phone inquiries, data entry and processing client information. I have a detailed knowledge of all the programs offered at the company. My clear communication skills and ability to multi task enabled the clientele to benefit from 22 programs, offered by the agency. I have qualifications to support my accreditations to use Microsoft Office and various other software packages including a knowledge of Google Docs and Google Drive.

During my career, as a personal assistant to the CEO of a Chartered Accountant business, I was experienced in liaising with a varied clientele, providing accurate information regarding accounts and other financial matters.

Working for Jenny Craig exposed me to developing my sales techniques in a business that relied on client satisfaction and proven results, following a weight loss program.

I am extremely punctual and possess the skill to multi task in a fast pace working environment. I also have qualifications and experience working with physically disabled people of all ages. I have a detailed profile working as a nanny/personal carer in Australia and the USA.

Certified in various computer programs
Certificate III Aged Care, Home and Community Care complete
Medical Terminology Certificate complete
CPR and 1st Aid Certificates are current.

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CHASKA MN – Front Desk Receptionist



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