

Catherina Mack

Motivated Leader!

Denver, CO

catherinamack8_ia2@indeedemail.com - 4804693807

Authorized to work in the US for any employer

WORK EXPERIENCE

Nighttime Stocker

Walmart - Aurora, CO - January 2017 to Present

- * Unloads, moves, stocks pallets and merchandise with high quality speed and accuracy
- * Makes sure all stocks are accurate in order to have an increase of sales for the store
- * Lifts and carries up to 50 lbs on a daily basis
- * Set up mods and places items on shelves on the selling floor in order to keep the store in optimal selling condition

Real Estate Investor

Phoenix Wholesale Homes - Phoenix, AZ - January 2011 to Present

- *Investigates client's financial and credit status to determine eligibility for financing.
- *Appraises client's unimproved property to determine loan value.
- *Plans and organizes sales promotion programs and materials, including newspaper advertisements and real estate promotional booklets.
- *Answers client's questions regarding work under construction, financing, maintenance, repairs, and appraisals.
- *Reviews plans and recommends to client construction features, and enumerates options on new home sales.
- *Displays and explains features of property to client and discusses conditions of sale or terms of lease.
- *Reviews trade journals and relevant literature and attends staff and association meetings to remain knowledgeable about real estate market.
- *Conducts seminars and training sessions for sales agents to improve sales techniques.
- *Collects rental deposit.
- *Contacts utility companies for service hookup to client's property.
- *Secures construction financing with own firm or mortgage company.
- *Inspects condition of premises and arranges for or notifies owner of necessary maintenance.
- *Prepares real estate contracts, such as closing statements, deeds, leases, and mortgages, and negotiates loans on property.
- *Interviews prospective tenants and records information to ascertain needs and qualifications.

Mail Handler

United States Postal Service - Phoenix, AZ - November 2016 to December 2016

- * Unloads mail from trucks. Separates all mail received from trucks and conveyors for dispatch to other conveying units and separates and delivers mail for delivery to distribution areas.
- * Places empty sacks or pouches on racks, labels them where prearranged or where racks are plainly marked, dumps mail from sacks, cuts ties, faces letter mail, carries mail to distributors for processing, places processed mail into sacks, removes filled sacks and pouches from racks and closes and locks sacks and pouches. Picks up sacks, pouches, and outside pieces, separates outgoing bulk mails for dispatch and loads mail onto trucks.

- * Handles and sacks empty equipment; inspects empty equipment for mail and restrings sacks.
- * Cancels stamps on parcel post, operates cancelling machines, and carries mail from cancelling machine to distribution area.
- * Assists in supply and slip rooms and operates copy machine and related office equipment.
- * In addition, may perform any of the following duties: make occasional simple distribution of parcel post mail that requires no scheme knowledge; operate electric fork lifts; rewrap damaged parcels; weigh incoming sacks; clean and sweep work areas, offices rest rooms, and trucks where work is not performed by a regular cleaner.
- * Operates equipment and machinery assigned to the jurisdiction of the Mail Handler Union.

Salibas Pharmaceutical courier

Intelliquick - Phoenix, AZ - January 2013 to December 2016

- *Deliver a wide variety of items to different addresses and through different routes
- *Follow route and time schedule
- *Load, unload, prepare, inspect and operate delivery vehicle
- *Ask for feedback on provided services and resolve clients' complaints
- *Collect payments
- *Inform on new products and services
- *Complete logs and reports
- *Follow DOT and TSA regulations and safety standards

Adjudication Claims Assistant

Veterans Affairs - Los Angeles, CA - May 2015 to January 2016

11000 Wilshire Blvd

Los Angeles, CA 90024 United States

05/2015 - Present

Hours per week: 40

Series: 0335 Pay Plan: GS Grade: 7

Adjudication Claims Assistant (This is a federal job)

Duties, Accomplishments and Related Skills:

- Ability to understand and interpret laws, rules, regulations, and policy involving accounting and fiscal benefit program areas.
- Knowledge of Benefits Delivery Network (BDN) that is used to process payments.
- Ability to effectively communicate orally and in writing with people from a variety of backgrounds and with varying levels of understanding.
- Ability to meet deadlines, work under pressure, work independently, and adjust to changing situations.

Supervisor: Elizabeth Wilkison (602-627-2894)

Okay to contact this Supervisor: Yes

Legal Administrative Assistant

VETERANS AFFAIRS - June 2014 to June 2015

0901 Pay Plan: GS Grade: 7

Public Contact Representative (This is a federal job)

Duties, Accomplishments and Related Skills:

- Counsel veterans, their dependents, and their beneficiaries via telephone regarding the full array of benefits VA related, as well as non-VA benefits available through other organizations concerned with veterans.
- Provide direction on documents necessary to facilitate timely processing of claims and provide assistance in obtaining and completing such documents and forms in accordance with the type of claim being submitted.

- Fully explain adjudication decisions and reasons for the decisions made by the VA and communicate the information both orally and in writing to the veterans.
- Highly efficient queries to database and updates to perform claim-related work such as change of address, direct deposits, check tracers, etc.
- Excellent two-way talk and conferences for extended long periods of time.
- Multi-functional automation usage of a computer and telephone skills.

Supervisor: William Hensell (602-627-3830)

Okay to contact this Supervisor: Yes

IMMIGRATION SERVICE ASSISTANT

USCIS - Immigration - August 2013 to May 2014

This is a federal job)

Duties, Accomplishments and Related Skills:

- * Highly excelled with implementation of case resolution referrals
- * Analysis of NFTS, equipment management, and A-File processing and management
- * Timely NFTS Administration with A-File and receipt case files
- * Conduct quality assurance of case files and USCIS systems CIS, WRAPS, etc.
- * Utilization of administrative programs that queried many business operations which includes productivity, hours worked, and monthly operational reports
- * Surpassed the practices of resolving recurring and non-recurring problems and meeting deadlines within Standard operating procedures
- * Applied knowledge from Immigration SOPs, laws, manuals, and regulations on a daily basis for case resolution referrals

Supervisor: ROSE ARTHUR (6024622584)

Okay to contact this Supervisor: Yes

Transportation Security Officer

Transportation Security Administration - Houston, TX - September 2012 to May 2013

Houston, TX 77032 United States

09/2012 - 05/2013

Salary: 19.00 USD Per Hour

Hours per week: 25

Series: 1802 Pay Plan: SV Grade: d

Transportation Security Officer (This is a federal job)

Duties, Accomplishments and Related Skills:

- * Operation screening equipment to identify dangerous objects in baggage, cargo and on passengers, and preventing those objects from being transported onto aircraft;
 - * Performing searches, to include hand-wand and pat-down searches;
- Controlling terminal entry and exit points;
- Interacting with the public, giving directions and responding to inquiries
- * Maintaining focus and awareness while working in a stressful environment which includes noise from alarms, machinery
 - * Excellent customer interactions with people, crowd distractions, time pressure, and disruptive and angry passengers, in order to preserve the professional ability to identify and locate potentially life threatening or mass destruction devices, and to make effective decisions in both crisis and routine situations.

Supervisor: Shalonda Lamb (281-443-5338)

Okay to contact this Supervisor: Yes

Internal Revenue Service
4041 N Central Ave
Phoenix, AZ 85044 United States

Revenue Officer

Internal Revenue Service - October 2008 to August 2012

This is a federal job)

Duties, Accomplishments and Related Skills:

- * Highly compliant and implemented the Field Compliance Embedded Quality standards daily
 - * Reviewed and analyzed facts and circumstances of each case before making initial contact with taxpayers, requiring basic research in IDRS and ICS case inventory databases.
 - * Makes use of internal/external/3rd party sources to investigate to determine taxpayers location and financial status
 - * Requested Full payment of all delinquent returns and accounts firmly
 - * Pursued field investigations using facts and circumstances of each case
 - * Took timely follow up, employee, and closing actions per case, without undue delay
 - * Utilized effective time and workload management techniques including but not limited to calendaring, recording, scheduling routine and priority cases
 - * Analysis of financial statements, balance sheets, income statements, and profit and loss statements
 - * Field Collecting delinquent Federal taxes and securing delinquent returns.
 - * Conducted investigations of alleged criminal violations of Federal tax statutes and making recommendations for criminal prosecutions and civil penalties.
 - * Performed internal audit, administrative, or management duties directly related to the collection of Federal taxes.
 - * Furnished taxpayer assistance and information to the general public
 - * Analyzed determinations and redeterminations
 - * Advised of liability for Federal taxes referencing a comprehensive knowledge of the Internal Revenue Code and procedures pertaining to income, estate, gift, employment, or excise taxes
 - * Face to Face Interviews taxpayer or power of attorneys including business location, residence, and office as part of investigative process
 - * Evaluated basic business laws and practices, established a practical knowledge of judicial processes, laws of evidence, and the interrelationship between Federal and state laws; and the ability to understand the contents and effects of various legal instruments
- Supervisor: Costella Brickhouse (480-917-4050)
Okay to contact this Supervisor: Yes

VoIP Technician

Mitel Communications - Chandler, AZ - August 2007 to August 2008

- * Experience with integration testing of VOIP products (including 3rd party Inter-operability)
- * Proficient knowledge of SIP commands and acknowledgments
- * PSTN/telephony, VOIP Gateways, Wi-Fi, IM, call center software, faxing and fax software, call recording software, IVR's, voicemails, Exchange/Outlook +plugins)
- * Integration Installation and Testing on MAS (Mitel Applications Suite), deals primarily with the Audio-Web Conferencing and Call Center Software blades.
- * Comprehensive Knowledge of SLDC (Systems Development Life Cycle)

Trouble Isolation Agent

Comcast - Schaumburg, IL - January 2006 to December 2006

- * Managed, analyzed and correlated advanced service related trouble tickets/calls on VOIP and

wireless technologies to isolate cause and effect to ensure expeditious resolution with emphasizes in minimal customer impact.

- * Handle all corporate escalations for major degraded tickets working with both external and internal customers (i.e. field technicians, line technicians, and also, subscribers)

- * Responsible for the evolution and resolution of trouble tickets with in a 24hr turn around time. (Tickets include customer generated, network generated, CPE health trending and monitoring)

- * Maintained standards to protect customers, foster competition, and promote high quality infrastructure; within the PUC (Public Utility of Commission) of 80% mandated by F.C.C

- * Quality control on all scheduled Truck rolls with an emphasize in decreasing unnecessary field expenses by minimal of 50% annually

- * Responsible for wide area network design of the regional internal network serving more than 5,000 nodes for Comcast Communications Greater Chicago division

Telecommunications Specialist

United States Air Force - Lackland AFB, TX - May 1996 to September 2005

- * Provided skilled Tier 1 to Tier 3 Technical Support and Testing on all of the computer and radio systems, which reduced day to day down time by 50%

- * Administered and performed formal preventive and corrective maintenance that decreased maintenance cost and equipment failures by 69%

- * Hand picked by senior management to develop a project called Preventive Management training, which resulted in a 98% pass rate for all of the staff

- * Perform Testing and Troubleshooting end-to-end between the two sites

- * Established guidelines and standards for Safety, Quality, and Security (Comsec, Compusec, OPsec, and Infosec)

EDUCATION

Associate in Electronics Technology

Community college of Air Force - Auburn, AL
2000 to 2002

SKILLS

Customer Service, Customer Service (10+ years), Conflict Resolution, Conflict Resolution (10+ years), Case Management (10+ years), Collections (5 years), Sales (5 years), Troubleshooting (10+ years)

MILITARY SERVICE

Service Country: US

Branch: UNITED STATES AIR FORCE

Rank: E5

ADDITIONAL INFORMATION

TYPING 40WPM

SKILLED IN AUTOMATION OFFICE EQUIPMENT