



Mary Estrada

Administrative Assistant - Manpower

Saint Charles, MN 55972

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Authorized to work in the US for any employer

WORK EXPERIENCE

Administrative Assistant

Manpower - Rochester, MN - 2016-08 - 2016-12

Served as an Administrative Assistant, handled a busy phone system, responded to inquiries regarding parking tickets and licenses and permits and completed parking ticket data entry. Provided general information to the public and directed them. Opened and closed the registers, functioned as primary liaison to customers and ensured a consistently positive customer experience. Processed the applications for the residential parking permit and accepted payments for special assessments and processed all parking tickets and violations and applied payments.

- Developed efficiency- enhancing workflow/process improvements that made it possible to accommodate increasing responsibilities.
- Cash Handling
- General Routine Office Work
- Processed all City hall outgoing mail (backup)
- Translated

Bilingual Child Support Case Aide

Olmsted County - Rochester, MN - 2007-03 - 2015-01

Served as a Bilingual Case Aide, handled a busy phone system, provided information and/or assistance for individual accessing resources. Maintained current knowledge of the federal, state and local requirements and rules relating to position and job duties. Maintained a caseload of new paternity /new established cases.

- Translated
- General Routine Office Work
- Genetic Testing / Located Absent Parent
- Excellent Customer Service

Bilingual Tax Preparer

Liberty Tax Service - Rochester, MN - 2004-03 - 2013-05

Served as a Bilingual Tax Preparer, handled a busy phone system, provided information and/or assistance for individuals requesting how to file their tax return. Opened and closed registers, functioned as primary liaison to customers and ensured a consistently customer experience. Knowledge of Internal Revenue Service and MN Revenue rules and regulations.

- Excellent Customer Service
- Cash Handling
- Marketing
- Staff Training
- Daily Reports/ Reconciliation Reports.

Clerk, Customer Service Representative

Social Security Administration - Rochester, MN - 1998-03 - 2004-04

Served as a Clerk, handled a busy phone system, provided information and/or assistance for individuals on their Social Security Card. I reviewed documents that were presented with the application, and processed the application. Served as a Customer Service Representative functioned as a primary liaison to the customers and ensured a consistently positive customer experience. Scheduled appointments for Title II and Title XVI. Translated. Printed Federal, County, and City jail rosters, and searched to see if inmates were incarcerated more than 30 days and cancelled benefits. Inputted death notices that were received from the funeral homes. Contacted schools to see if child was still in school/year of graduation to see if child still eligible for benefits. Primary timekeeper for Winona SSA office, and backup for the Rochester SSA office.

- Proficient Document Reporting
- General Routine Office Work
- Developed efficiency-enhancing workflow/process improvements that made it possible to accommodate increasing responsibilities.

EDUCATION

Associates

St Cloud Technical College - Saint Cloud, MN
1990-08 - 1992-08

SKILLS

Customer Service, Data Entry, Filing, Organizational Skills, Multi-Line Phone System, Organizational Development

AWARDS

Regional Commisioners Award

2000-05

The highest award that you receive at Social Security Administration

C A S A

2001-08

CASA Awards thru Social Security Administration 2001, 2002

ADDITIONAL INFORMATION

Skills

Dedicated and technically skilled business professional with a versatile administrative support skill set developed through experience as a secretary, office clerk, and administrative assistant.

Excel in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.

Offer advanced computer skills in MS Office and other applications/system.