

# Michele Tinaglia

Greeley, CO 970-451-2561 [tinagliamichele575@gmail.com](mailto:tinagliamichele575@gmail.com)

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## Administrative Assistant

7+ years of working in an office environment; Earned consistent raises for doing an excellent job; Accounts Receivable; Has worked accident-free; Clean driving record; Able to pass drug screen and background check; Proficient computer skills; Leasing for 501C3 (HUD based) for Retirement Housing Foundation.

### Cross-trained in:

- ~ Office Machines ~ Typing 50-60 wpm ~ Excellent Communication Skills ~
- ~ Time Management ~ Customer Service ~ Filing ~ Microsoft Word ~
- ~ Teamwork ~ Documentation ~ Leasing ~ Promotional and Motivational Speaking

## Professional Experience

### Administrative Assistant Skills

- Assisted customers by understanding their needs, resolving their problems and scheduling their appointments
- Helped customers navigate the process of hail claims and auto body claims.
- Operated office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers
- Answered telephones, directed calls, and took messages
- Navigated 501C3 funding by grant writing, customer service and leasing accommodations
- Solicited fund raising for many donated large supplies (bus, pool table, sewing machines, etc.)
- Communicated with customers, employees, and other individuals to answer questions, disseminate and explain information, take orders, and address and resolve complaints
- Maintained and updated filing, inventory, mailing, and database systems, either manually or using a computer

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- Compiled, copied, sorted, and filed records of office activities, business transactions, and other activities
- Reviewed files, records, and other documents to obtain information to respond to requests
- Opened, sorted, and routed incoming mail, answered correspondence, and prepared outgoing mail
- Computed, recorded, and proofread data and other information, such as records and reports
- Completed work schedules, managed calendars, and arranged appointments
- Typed, formatted, proofread, and edited correspondence and other documents, from notes
- Inventoried and ordered materials, supplies, and services
- Delivered messages and ran errands
- Collected, counted, and disbursed money, did bookkeeping and completed posting of deductibles, and completed banking transactions
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- Completed and mailed bills, contracts, policies, invoices, and checks through CC1 computer program
- Processed and prepared documents, such as business or government forms
- Prepared meeting agendas, attended meetings, and recorded and transcribed minutes
- Made travel arrangements for office personnel

## Computer Skills

- Microsoft Word
- Web browser software
- Appointment-scheduling software

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## Work History

**Administrative/Customer Service Representative, ABRA Auto Body and Glass,**  
Greeley, CO 1/2019-3/2020 (laid off due to Covid-19)

**Office Manager, Berber Collision and Glass, Greeley, CO, 5/2017-1/2019**

**Caretaker/Advocate, Self-Employed, 3/2013-6/2017**

**Service Coordinator, Retirement Housing Foundation, 2009-2013**

## Education/Training

**Service Coordinator Certificate- Ohio State University**

**Associates in Early Childhood Education- Front Range Community College**