

9/2001-2/2002 **Merrill Lynch** **Seattle, WA**

Human Resources Service Center Rep. – Contractor

- Extensive knowledge of Medical / Dental, life insurance, disability insurance, retirement plans, ESPP accounts, Flexible Spending Accounts, and Cobra coverage's
- Ability to take 60+ calls in a call center atmosphere
- Familiar with IRS benefit Codes and guidelines for employee benefit programs. Knowledge and proficiency in People Soft and Aegis Software.
- Trained in Human Welfare and benefit programs.

2000 - 2001 **Avenue A** **Seattle, WA**

Facilities Help Desk Administrator

- Proficient in the following software applications: Access, DSX (security software), Excel, Outlook, Power - Point, Visio, Word
- Fine Tuned 10 Key operations.
- Developed and maintained several database documents
- Designed the Facility Help Desk position by authoring facility procedure manual, departmental Mission Statement and intranet web-site documents
- Coordinated work site construction
- Managed space planning
- Ergonomic evaluation and planning
- Status reporting, budgets, obtaining quotes, created requisitions, ordering supplies, inventory control and asset tagging
- Trained in building and security safety issues
- Transportation Coordinator for employees, parking, car-pooling, bus travel and CTR reporting
- Travel Coordinator for employee business travel through an outside resource.

EDUCATION

1994 - 1998 University of Washington Seattle, WA
Bachelor of Arts – Psychology

1990 – 1993 Shoreline Community College Seattle, WA
AA Degree - Business

Associations:

Transportation Club of Seattle - Member since 2009

Transportation Club of Tacoma – Member since 2009

Propeller Club of Seattle - Member since 2010

Awards:

Top Performer