STEVEN TYLER

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Harrisburg, PA 17111

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Federal Status: none Citizenship: United States Citizen
Security Clearance: none Veteran's Status: N/A

OBJECTIVE: To obtain a position in the Pathways Recent Graduates program.

EDUCATION:

Bachelor of Science Degree in Business, 2008, GPA: 3.0
Penn State University, State College, PA
Minor in Computer Information Systems

SKILLS SUMMARY:

- Proficient in Microsoft Office
- Solid organizational skills
- Computer/Information Systems skills
- Comfortable with public speaking

EMPLOYMENT HISTORY:

Whitaker Center, Harrisburg PA 17112 5/2011 to present
Administrative Assistant 40 hours/week
Al Utley, Supervisor (717) 744-4324 Current salary: $30,090
Supervisor may be contacted

- Analyze, prioritize, and manage correspondence for professional staff of 20 within the Administrative Office.
- Track documents and maintain information concerning action items and deadlines for all department managers.
- Retrieve and update status of documents on computer tracking system.
- Ensure quality control of documents for supervisor's signature. Achieved 98% accuracy for document preparation.
- Serve as representative to Information Systems Department, providing information to users concerning system and application updates.
- Work with departments and immediate coworkers to research and review information concerning correspondence and documents flowing through the Administrative Office.
- Write and edit correspondence, and track and report statistics on documents and correspondence utilizing Microsoft Office programs.
- Meet with customers, discuss and document problems, and resolve problems in a timely fashion.

Accomplishments:

- Developed and implemented basic internal hands-on training program for installation of the electronic document archiving systems. Trained the staff, oversaw the archiving of all previously manually maintained files, and met project deadlines.
- Enhanced job-related skills by cross-training and volunteering for new assignments.
- Successfully re-engineered correspondence tracking process and saved two processing days.

Penn State University, Middletown, PA 17057 1/2009 to 5/2011
Research Assistant 10 hours/week
Mike James, Supervisor (717) 233-1234 $7.00/hour
Supervisor may be contacted

- Reviewed and analyzed technical, policy and organizational material
- Maintained/integrated permanent correspondence with university staff members.
- Maintained and compiled appointment schedule for staff of 20 persons.
- Created Access database to track student graduate projects.
- Edited and modified data from automated correspondence control system.
- Maintained files and subscriptions for the business department.
- Served as representative at staff meetings when supervisor was unavailable.

T.G.I. FRIDAY'S, Harrisburg, PA 17112 6/2006 to 1/2009
Server 20-30 hours/week
Jon Joy, Supervisor (717) 231-1234 $6.00/hour
Supervisor may be contacted

- Waited on customers, offered customized menu items, and resolved customer order issues.
- Performed closing procedures each night.
- Filled in for bar tender as needed.
- Maintained bar inventory and reordered bar supplies.
- Conducted inventory counts for restaurant supply orders.
- Trained other new employees on customer service process and ordering bar supplies.
- Filled in on short notice for other employees.

PA ANIMAL LEAGUE
Volunteer

- Organized annual fund drive, which included creating annual giving letter.
- Organized and managed several large events at local pet stores which netted over $10,000 dollars in donations and successfully placed 100 animals.
- Performed IT duties including establishing Excel donation tracking spreadsheets by calendar year.

RELEVANT COLLEGE COURSEWORK:
Business and logistics: Business Principles 101 and 102, Supply Chain Logistics Concepts, Business Systems, Principles of Marketing, Accounting 101 an 102, Macro Economics and Micro Economics, Business Ethics, Principles of Management, International Business Environment, Principles of Organization Behavior.

IT/IS: Information Systems, Computer Networking, Advanced Computer Information Systems.

Communications: Business Writing, Speech I, Business Negotiations.

HONORS AND INTERESTS:
Dean's List 3 semesters. Perform volunteer work in local animal organization, volunteer for Habitat for Humanity and Downtown Daily Bread (soup kitchen). Hobbies include gaming, hiking, ice hockey, and travel.