

# Angela Bucciarelli

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## OBJECTIVE:

*To obtain an office position utilizing my extensive secretarial and organizational skills and experience.*

## QUALIFICATIONS:

- *Extensive Customer Service Skills*
- *Professional Telephone Etiquette*
- *File Maintenance / Documentation*
- *Appointment Scheduling*
- *Money Handling*
- *Supply Ordering / Inventory Maintenance*
- *Data Entry / Computer Literate*
- *Knowledge of MS Word / MS Outlook*
- *Information Gathering / Giving*
- *Mail Distribution*
- *Filing / Faxing / Copying*
- *Dependable / Conscientious / Flexible*

## STRENGTHS:

*Team Player – work well independently and with others as part of a team.*

*Multi – Tasked – can work on several tasks at the same time – willing to learn new tasks.*

*Problem Solver – can handle and resolve problem issues quickly and efficiently.*

*Work Well Under Pressure – maintain professional attitude/ composure in a variety of circumstances.*

## EMPLOYMENT HISTORY:

**Thule Inc., Seymour, Connecticut**

2006 to 2007

**Corporate File Clerk**

- Maintained accurate customer files that assisted credit and customer service to expedite closure of deductions and timely responses to customers
- Processed all A/R invoices and monthly financial statements in a timely manner for customer distribution and corporate filing
- Served as a backup to the receptionist
- Answered the corporate switchboard in a professional manner and directed calls to appropriate departments or individuals
- Stamped and distributed corporate mail to individuals and departments
- Maintained and secured corporate lobby
- Greeted and processed visitors and associates from other domestic and worldwide Thule offices
- Managed workload independently
- Worked overtime as needed

**Temporary Assignments**

2004 to 2006

**Diagnostic Chemical, Oxford, Connecticut – Receptionist**

- Answered telephones and directed callers to appropriate associate
- Greeted visitors from other offices

(Employment continued:)

**Bug Busters, Waterbury, Connecticut – Administrative Assistant**

- Answered telephones and directed callers to appropriate associate
- Booked customer orders and fielded inquiries

**Branch Toyota, Watertown, Connecticut – Executive Administration / Receptionist**

- Answered telephones and directed callers to appropriate associate
- Greeted visitors
- Maintained managers' calendars and e-mail

**L-3 Communications / IMC Corporation, Norwalk, Connecticut**

1999 to 2004

**Receptionist / Secretary**

- Answered telephones and directed callers to appropriate associate
- Responsible for greeting visitors
- Retrieved messages for various personnel
- Distributed mail and routing publications
- Coordinated the pick-up and delivery of express mail services (Fed-ex, UPS, etc.)
- Ordered supplies and maintained supply room
- Performed administrative tasks for managers and supervisors
- Knowledge of MS Office including MS Word and MS Outlook

**Macy's Department Store, Stamford, Connecticut**

1996 to 1997

**Counter Manager for Cosmetics and Skin Care**

- Responsible for retail sales and customer service
- Scheduled appointments with clientele
- Maintained record keeping of sales, inventory and product ordering

**Industrial Wrecking Corporation, Bridgeport, Connecticut**

1994 to 1996

**Secretary / Receptionist**

- Greeted customers, answered telephone system and performed other secretarial functions
- Assisted owner with production schedules and employee job sheets

**The Nail Spa, Westport, Connecticut**

1991 to 1994

**Receptionist**

- Answered telephones, greeted customers and scheduled appointments and other services
- Ordered products and maintained inventory

**EDUCATION:**

**IMC Corporation, Norwalk, Connecticut – Customer Service Training**

**Jamaica High School, Queens, New York – High School Diploma**

**REFERENCES:**

*Furnished On Request*