

# SHARON MONCEAUX

Arlington, TX 76018

## **HIGHLIGHTS OF QUALIFICATIONS**

### ***Administrative Support***

- Type letters, memorandums, forms, and spreadsheets, using various computer software. Accurate in using grammar, punctuation and formatting.
- Audit all sales paperwork.
- Plan, organize, and supervise company parties.
- Enter data, prepare and complete deposits; record insurance and business checks and billing.
- Schedule client appointments, business meetings, luncheons, and travel accommodations; also schedule package and product deliveries.
- Source media and internet, schedule, test, and interview for hiring new employees; perform background checks, process fingerprinting and photo IDs; provide orientation and training for new staff
- ***Accomplishments:*** Reduced customer wait time in receiving credit and product. Kept daily work in monetary balance for both sales force and store. Recognized as best scheduler with 50%+ show.

### ***Oral and Writing Skills***

- Speak English and know basics of American Sign Language.
- Manage multiline phone system by coordinating incoming calls, taking messages, and referring callers to appropriate parties.
- Possess strong organizational, multitasking skills.
- ***Accomplishments:*** Recognized many times for making clients, customers, and peers feel welcome and at ease. Received numerous Best Customer Service Awards.

### ***Technical Experience***

- Utilize Microsoft Windows systems: Vista, 2007, 2008 and 10 operating systems as well as software, including Word, Excel, Access, PowerPoint, Publisher, and Outlook.
- Operate equipment including computers, printer, scanner and copy machines, laminator, and computer cash registers.
- Complete extensive word processing to create documents, as well as reports for daily, weekly, monthly, and annual reviews.
- Create schedules and process and manage daily E-Time.
- Process accounts payable/receivable, using QuickBooks.
- ***Accomplishments:*** Created monthly newsletter for meetings and recreation activities, resulting in increased attendance and performance by employees. Inspired a healthy workplace environment.

## **WORK EXPERIENCE**

### ***Teacher Assistant for Special Needs***

10/12 -present

Sam Houston High School, Arlington AISD

<b><i>Office Manager</i></b> 4/11-6/12	Glenn Gardens Golf Club	
<b><i>Administrative Assistant (Work Study)</i></b> 4/11	Tarrant County College, Arlington, TX	11/10–
<b><i>Receptionist (Temporary)</i></b> 4/11	Peyton Resource Group, Irving, TX	05/10–
<b><i>Administrative Manager (Temporary)</i></b> 11/08–02/09	Staff Force, Fort Worth, TX	
<b><i>HR Manager/Receptionist</i></b> 08/08	United Protective Services, Dallas, TX	10/07–
<b><i>HR/District Manager Administrative Assistant</i></b> 10/07	Conn’s Appliance, Dallas, TX	10/03–
<b><i>Administrative Assistant</i></b> 08/88–12/98	Ennis United Pentecostal Church, Ennis, TX	

**EDUCATION**

Tarrant County College, Arlington, TX  
Degree Plan/Major: Associate of Applied Science/Information Technology Support