

SUSAN J. TATALONE

2027 Cook Ave. ❖ Erie, PA 16510 ❖ Phone: (814)899-6995

OBJECTIVE Staff Assistant Position

SUMMARY Proficient in Microsoft Word, Excel, Access, PowerPoint, and FrontPage
Excellent organizational skills.
Disciplined, conscientious worker who works well independently or as
part of a team.

EDUCATION

2003-2006 Erie Business Center, Erie, PA, Associate in Specialized Business Degree,
GPA 4.0
1982-1983 Certificate of Training, German Language, Air Training Command, United
States Air Force
1979-1980 Certificate of Training, Chinese Mandarin, Air Training Command, United
States Air Force

CERTIFICATIONS AND AWARDS

Top Secret Security Clearance SCI, USAF (1979, renewed 1984)
Named a "Professional Performer" by the Air Force Electronic Security
Command's Inspector General Team (1985)
Air Force Commendation Medal (1986)
Dean's List, Erie Business Center, 2003-2007
Dean's List, Penn State Erie, The Behrend College, 1977, 2003
Appointed Student Ambassador, Erie Business Center, May, 2004

EXPERIENCE

2007 Substitute Secretary, Erie County Technical School
Prepared daily bank deposits, posted daily deposits in Prosoft software,
entered payroll into Excel, processed invoices for payment, issued
checks, printed purchase orders, maintained fixed asset records. Also
Substituted for high school secretary while on medical leave.

2006-2007 Income Maintenance Caseworker, Erie County Assistance Office
Processed applications for welfare benefits, consulting state regulations,
ensured that clients met eligibility criteria, ensured that all necessary
verifications were received, maintained and updated database manage-
ment system.

2005-2006 School Secretary, Adult Education, Regional Career & Technology Center
Registered students for classes, processed tuition and book payments,
entered information into database management system, answered phone
inquiries, processed mail, prepared daily bank deposits and financial
reports, taught Microsoft Word for the Adult Education program

- 2005 Clerk Typist, Domestic Relations, Erie County Courthouse
Accepted and processed payments, answered phone inquiries from clients, processed forms and reports, performed decision-making, processed requests for information, updated computer data bases, attended court proceedings in order to take notes and provide payment information
- 2005 Clerk Typist II, Erie County Assistance Office
Located case files, filed case records in closed files, photocopied materials, verified incoming mail and forms and routed them throughout the office, typed narratives, typed and sent verification forms to financial institutions, processed incoming energy applications
- 2004 Office Assistant (volunteer), Erie Family Life Skills
Answered phones, scheduled appointments, assisted office bookkeeper by entering data in Excel and QuickBooks, prepared weekly bank deposits, created PowerPoint presentations
- 1993-2002 Homeschool Teacher
Wrote lesson plans, taught as many as three students in grades K-9, corrected and graded work assignments and tests, maintained student records and compiled student portfolios of work to be turned in to the local school district.
- 1999 Test Proctor, Assessment Systems Inc.
Administered computerized qualification and licensing exams, maintained computer data files, and compiled computer-generated reports for submission to home office.
- 1985-1986 Chief of Operations Support, Berlin, West Germany, United States Air Force
Managed a three-person office responsible for providing personnel, administrative and logistic support to an Air Force operations site. Duties included special projects, development of new programs, word processing, filing, and maintenance of computer data files. Developed and administered site management self-inspection program, planned and conducted inspections, generated reports and provided follow-up on deficiencies.
- 1979-1986 Cryptologic Linguist, United States Air Force, Berlin, West Germany and Okinawa, Japan.
Transcribed voice communications of highly perishable information of high interest to national-level security agencies. Operated word processing, radio receiving, recording and auxiliary equipment. Performed quality control to insure high quality of transcripts and data files. Trained newly assigned personnel.