

GERALDINE L. LEWIS

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EXPERIENCE

Mar 2009- Present
Resident Manager

Assured Self Storage

Coppell/Irving, TX

- Sales, marketing, collections, computer programs and file system.
- Maintenance, auctions and various other duties.

Aug 2008- Mar 2009
Resident Manager

U-Stor

Wichita, KS

- Sales, marketing, collections, computer programs and file system.
- Maintenance, auctions and various other duties.

Mar 2007- 2008
Documentation Specialist

Clinical Reference Laboratory

Lenexa, KS

- Importation of insurance documents after verifying correct information by scanning and viewing.
- Provides excellent customer service to all clients in a timely manner.
- Works in a team environment.

Oct 2005 - Feb 2006

PAYCHEX, Inc.

Dallas, TX

Sr. Computer Operator

- Responsible for running back-ups and daily reports.
- Responded to written and telephone requests for special processes and reports from clients.
- Provided excellent service to all clients.
- Provided direction and assistance to the Distribution Specialist when needed.
- Technology: WIN NT, 2K and XP servers; MS Office 2000; Unix.
- Maintained and operated Xerox 4635 and Hewlett Packard computer equipment.
- Sort and deliver special reports to clients when required.

2005

UHaul

Plano, TX

- Resident Manager

Jan 2002 - Jan 2005

PAYCHEX, Inc.

Orlando, FL

Sr. Computer Operator

- Demonstrated skillful communication and negotiation skills in handling problems with pay runs.
 - Maintained spreadsheets on start and end times of all processes completed.
 - Responsible for running back-ups and daily reports.
 - Responded to written and telephone requests for special processes and reports from clients.
 - Provided excellent service to all clients.
 - Provided direction and assistance to the Distribution Specialist when needed.
 - Technology: WIN NT, 2K and XP servers; MS Office 2000; Unix.
 - Maintained and operated Xerox 4635 and Hewlett Packard computer equipment.
 - Sort and deliver special reports to clients when required.
 - Working with shipping and mail machines.
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1973 - May 2000
FL

AT&T Communications

Kansas City, MO/Lake Mary,

Data Processing Associate III

- Learned all aspects of Mainframe technologies, including Connect: Direct, NEW Dimension (Control-M, Control-O, Control-R), ISPF/TSO, BATCH REPORTING SYSTEM, IMF, JIFE, JCL, JESMASTER, SAR, IBM UTILITIES, and RACF.
- Assisted subordinates in identifying and resolving problems with active projects.
- Consulted with clients to determine their needs and priorities in setting up active job tables and actively suggested ways of increasing their own productivity.
- Identified problems, diagnosed causes and determined corrective actions.
- Responded to written and telephone requests for scheduling changes on active job file and in scheduling tables.
- Structured and maintained active job tables for increased productivity.
- Set-up and executed NPA splits (area code changes) increased success from 89% to 95% over a six-month period of time.
- Acquired Scheduling function and increase productivity of job turnaround.

Reprographics Specialist

- Maintained and operated many different Xerox and Canon reproductive machines.
- Assisted supervisors in identifying cost cutting measures by maintaining correct and adequate supplies needed.
- Consistently met or exceeded productivity goals 99% of the time.
- Assisted clients with their needs and priorities.
- Demonstrated skillful communication and negotiation skills.
- Assisted the Technical Training Department.
- Promoted to DPA III.

General Service Clerk

- Responsible for answering incoming calls from clients.
- Retrieved requested files and blue prints drawing.
- Maintained high standards of excellence.
- Maintained and operated rotating files.
- Responsible for setting up a new file system.
- Promoted to Reprographics Specialist.

TSPS Operator

- Handled incoming calls and providing excellent service.
- Assisted clients with local, long distance, mobile, overseas and emergency calls.
- Promoted to General Service Clerk.

EDUCATION

Penn Foster Schools
Bookkeeping

Scranton, PA

Seminole Community College
Business

Sanford, FL

Metro Community College
Business

Kansas City, MO

Area-Vocational Technical School
Accounting-Bookkeeping

Kansas City, KS

Technical Skills & Certifications Upon Request
