

Melissa Achterhof

Frostproof, FL 33843 | 8152217452
mdummer1983@gmail.com

Dynamic office professional with extensive experience at Rickert Properties, excelling in administrative support and database management. Proven ability to enhance workflow efficiency and foster positive tenant relations. Skilled in Microsoft Office and adept at scheduling appointments, ensuring seamless operations while delivering exceptional customer service. Dedicated Office Assistant with over 10 successful years of clerical experience in busy office environments, achieving superior levels of administrative effectiveness. Excels in telephone support and greeting arriving visitors. Strong knowledge of Microsoft & Google Docs and a history of achieving high data output. Seasoned Office Manager offering leadership experience in administrative positions. Well-versed in industry practices and procedures. Top-notch management abilities in financial, personnel and clerical areas.

Skills

- Mail handling
- Spreadsheet management
- Administrative support
- Database management
- Office administration
- Google Docs, sheets, maps & calendar
- Call handling
- Scheduling appointments
- File organization
- Filing and data archiving
- Microsoft Word, Excel, Office

Work History

September 2017 -
Current

Office Assistant

American Holiday Lights, Woodridge, IL

- Collect payments for balance for a job completed w/Trans National Payment
- Scheduled apt for estimators with google calendar
- Input job addresses into Quartix out GPS system
- Input information into Salesforce/Zoho CRM

March 2023 - March
2025

Office Manager/Property Manager

Rickert Properties - Walden Shores, Lake Wales, FL

- Managed daily office operations and coordinated property management tasks for Rickert Properties.
- Collected rent payments and deposited them monthly
- Created a monthly news letter using Consent Constact and Canva every month
- Answered phones for inquiries and any residents questions or concerns
- Managed daily office operations and ensured efficient workflow.
- Coordinated property management tasks, including tenant relations and lease administration.

July 2012 - May 2019

Bartender

Snookers Sports Bar, Wilmington, IL

- Mix, garnish, and serve alcoholic and non-alcoholic drinks according to recipes and customer preferences.

- Take customer orders and handle payments (cash, credit, POS systems).
- Check customer identification to ensure legal drinking age compliance.
- Maintain cleanliness of bar area, utensils, and glassware.
- Restock bar inventory and supplies such as liquor, mixers, and garnishes.
- Create a welcoming atmosphere while maintaining professionalism.
- Monitor customer behavior to prevent over consumption and ensure safety.
- Follow all health, safety, and sanitation guidelines.
- Assist with opening and closing duties, including setting up and breaking down the bar.

October 2007 -
February 2008

Bank Teller

TCF Bank, Lockport, IL

- Greet customers warmly and provide excellent customer service.
- Process routine financial transactions such as deposits, withdrawals, check cashing, and loan payments.
- Balance cash drawer daily, verifying cash totals against system records.
- Verify customer identification and ensure compliance with bank security procedures.
- Handle customer inquiries, resolve issues, or direct them to the appropriate department.
- Assist in opening and closing procedures for the branch.

January 2005 -
February 2007

Secondary Marketing Assistant

Maxim Mortgage Corp, Downers Grove, IL

- Input information in to DataTrack.
- Handle sensitive borrower information in compliance with privacy and security standards.
- Support secondary marketing and post-closing teams with accurate loan file data for delivery to investors.
- Perform routine audits to confirm document completeness and compliance.
- Copied files before sending out to investor sellers.

January 2004 -
December 2004

Data Entry

PGNF Home Lending Corp, Westmont, IL

- Review loan application (1003) for completeness and accuracy.
- Collect and organize required borrower documentation (income, assets, employment, credit, property).
- Ensure credit report, income verification, tax returns, W-2s, bank statements, and other required docs are current and legible.
- Order and upload third-party reports (appraisal, title, flood certification, AVM & DISCO if applicable).
- Validate data entry in the Loan Origination System (LOS) DataTrac matches borrower documents.
- Complete checklists to confirm file readiness for underwriting submission.
- Communicate with processors, loan officers, or borrowers if additional documents are needed.
- Submit the completed loan package to underwriting within required timelines.

February 2002 -
December 2003

Receptionist/Front Desk

Banc Express MTG Corp, Westmont, IL

- Greet clients, visitors, and vendors in a professional and welcoming manner.
- Answer, screen, and route incoming phone calls to the appropriate loan officers or departments.
- Manage the reception area to ensure a professional appearance that reflects the company's brand.
- Handle incoming and outgoing mail, FedEx/UPS packages, and interoffice correspondence.
- Provide administrative support such as data entry, filing, scanning, and document preparation.
- Communicate with loan officers and processors to ensure clients receive timely updates.
- Perform additional clerical tasks to support loan operations and branch management.

February 2001 -
February 2002

Title Clerk

Arena Auto Auction, Bolingbrook, IL

- Receive, review, and process vehicle titles from sellers, dealers, and auction participants.
- Verify vehicle identification numbers (VINs) match auction records and documentation.
- Organize and file title paperwork for easy retrieval and audit purposes.
- Support other administrative duties within the auction office as needed.
- Assist title clerk in preparing and organizing vehicle titles for auction day transactions.
- Cross-check vehicle identification numbers (VINs) against auction records and sale sheets.
- Support post-sale title tasks, including scanning, filing, and reporting completed transactions.
- Assist with general administrative tasks on sales day to ensure smooth auction operations.

May 1999 - February
2002

Cashier/Bagger

Jewel Osco, Romeoville, IL

- Greet customers warmly and provide friendly, efficient service at checkout.
- Scan items accurately and handle cash, credit, or digital payments.
- Maintain a clean and organized checkout area.
- Promote store loyalty programs, sales, and specials to customers.
- Follow cash handling procedures and balance the register at the end of shifts.

Education

Cosmetology Certificate in Cosmetology

Regency Cosmetology at Joliet

March 2017

Cosmetology License in Cosmetology

PJ's College of Cosmetology at Greenfield

June 2001

High School Diploma

Romeoville High School at Romeoville