

Monica Pawlen  
6787 Fox Hunt Ct., Youngstown, Ohio 44515  
Cell (330)565-1907  
Email: [monicafood4thought@yahoo.com](mailto:monicafood4thought@yahoo.com)

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**Committed to excellent client service, and interactions. Working to promote logistically sound operations, and streamlined processes.**

## **Experience**

### **IT Computer Technician - Austintown Local Schools**

**2012 – Current**

- Dell Certified - Support, and Repair Technician
- Provide hands on support for District students, parents, and faculty, installation, training, repair/rebuild educational equipment.

### **BOE Administrative Assistant - Austintown Local Schools**

**2006 – 2012**

- Fielded and properly direct phone calls to the campus.
- Prepared, process, track, and manage all employment application packets.
- Managed classified employee movement, job descriptions, postings, testing, seniority, leave requests, in-service training, in-service records, and grievances in accordance with OAPSE Guidelines.
- Streamlined the supply bid and purchase order process, creating cost effective efficiency.
- Managed Open Enrollment for the district ensuring proper placement, and class teacher/student ratio, while accurately collecting and entering student data.
- Managed media alerts, communication, and promotions.
- Served as the primary assistant to all District Administrators.

### **Credit Customer Care Representative - Coastal Credit L.L.C.**

**2005 – 2006**

- Processed credit applications, and made recommendations for loan approval.
- Fielded and properly direct phone calls.
- Performed Daily Audit report for payment transactions, office billing, expense reports, mileage reports and petty cash reconciliation.
- Performed client research, verification, and audit of all contract information, references, residency, and employment requirements, to completion for secure loan processing.
- Processed all necessary loan documents and secure title for Customer Loan Jacket.
- Properly handled and reconciled contract payoff for Title disbursement, and commission disbursement.

### **Client Service Representative - West Side Merchants**

**2005 – 2005**

- Processed applications for DL renewal, registration renewal, lease plate assignment, verifying that all documents are legal and in compliance with state and federal guidelines.

- Performed office, and classroom duties to further promote efficient functions in the district.

**CSR/Trainer - Alltel**

**1995– 2003**

- Managed reports, accounts, and adjustments, for 31 regions and enter according to guidelines.
- Worked Chapters 7, 9, 11, 12, and 13 Bankruptcy's in Dolan and accounts that have been written off in R M S. Applying aspects of persistent problem solving, analytical, interpersonal and customer service skills.
- Exceeded expectations in expert credit evaluation criteria, and creating accounts serving inside sales reps, outside sales reps, and new customers, while maintaining a 0% error ratio as evaluated by CSM.
- Worked primarily in Excel/Star Office, Powerpoint, Microsoft Word/Excel, Business Objects, Magnum, POS, and Mobius Software.
- Advocate of Promo-track, saving the Co. \$7000.00+, in the first month of implementation.
- Successfully trained new department in the Cleveland region.
- Consistently provided quality service as a knowledgeable technical resource and Technical Support Wireless Operator.
- Generated and processed customer trouble reports, researched and diagnosed the causes of trouble reports and applied appropriate resolution efforts by coordinating, interfacing, and facilitating both internal and external organizations.

**Education**

**MCCTC**

- 60 Hrs. Human Resource Certificate, 60 Hrs. Advanced Human Resource Certificate
- 36 Hrs. PHR Certification Prep Fred Pryor
- 12 Hrs.– Excel/Advanced Excel Training

**Dell**

- Dell Technician Certified