



GWENDOLEN MCCLOUD

3060 Raven Trace, Fairburn, Georgia 30213
Phone: (770) 774-1772 || E-mail: info@mc9ent.com

Well-qualified, dependable professional - **administrative support specialist (20+ years), customer service/sales professional (6 years – with over five (5+) in a work-at-home capacity), and two (2) years of management experience (collegiate work-study students)** - with various office-based and virtual work experience, who possesses strong communication (verbal and written), research, analytical, planning/organizational, and computer skills, seeks to secure a position as a government contractor.

[PROFESSIONAL EXPERIENCE]

WINDY CITY CALL CENTER, Arlington Heights, Illinois

Virtual Call Center Representative - Home-Based Customer Service/Sales (Part Time) August 2013 - Present

Primary Responsibility: Work on a variety of campaigns that involve generating education, recruiting, and home improvement leads. Consistently exceeds or meets quota and quality, all while creating an exceptional customer experience.

VIRTUAL ASSISTANCE GENIE, Fairburn, Georgia

December 2009 - December 2018

Freelancer: General Summary of Administrative Assistance Experience: preparing reports as well as business and general correspondence; coordinating travel; performing data entry; database maintenance; generating e-mails; mail merges/electronic mailing lists; creating PowerPoint presentations and Excel spreadsheets; calendar creation and management; overseeing office library systems; providing customer service; conducting research (advanced/basic); answering multi-line telephones.

ATLANTA METROPOLITAN COLLEGE, Atlanta, Georgia

Research Associate – Office of Institutional Advancement

January 2009 – December 2009

Value Offered: Assisted in the planning of an event that raised over \$10,000 for deserving students. -- Performed research and data collection as well as assisted with the completion of all external and internal reports as directed by the Vice President of the Office of Institutional Advancement (i.e. identified relevant grant opportunities and collected information on philanthropic foundations, individuals, and corporations). Assisted in planning the signature event organized by the Atlanta Metropolitan College Foundation with regard to designing all print collateral for the occasion (invitations, sponsorship packets, programs, etc.). The event raised in excess of \$10,000 for deserving students at the college. Other functions included: maintaining records and databases; generating press releases; and maintaining the routine customer service aspect of the office.

Research Associate – Office of Institutional Effectiveness

February 2008 – January 2009

Value Offered: Assisted in establishing databases that streamlined the office's processes by 70%. -- Performed data analysis, gathering, and summation using various computer tools/software and databases, including but not limited to: Microsoft 2007 (Word, PowerPoint, Excel), CorelDRAW, Crystal Reports, and BANNER. Assisted in the establishment and maintenance of records and databases, both print and electronic, maintained in the Office of Institutional Research, Planning, and Assessment. The new databases streamlined all processes by over 70%. Other functions included: assisting in the development and implementation of both external and internal reports, documents, and survey instruments; arranging business travel; maintaining the routine operation of the office: managing the office's library system, composing general office communiqués, collecting mail, answering the telephone, and interacting with personnel and visitors.

Secretary – Office of Institutional Research, Planning, and Assessment

February 1997 - February 2008

Responsibilities included: serving as an assistant editor in the development/presentation of all major publications (Annual Report of Institutional Progress, Strategic Plan, Comprehensive Assessment and Evaluation Plan, Fact Book, Environmental Scan); assisting with research, data collection, and completion of all major surveys (Integrated Postsecondary Education Data System (IPEDS), Southern Association of Colleges and Schools (SACS) Institutional Profile, College Board, Peterson's Undergraduate Survey); assisting in composing and editing all official communiqués; performing clerical requirements of the office (typing, filing, mail preparation/collection, distribution); developing presentations delivered during workshops/classes on strategic planning; proofreading; maintaining the office's library system; arranging travel; answering telephones; and interacting with personnel and visitors.

Administrative Assistant - Office of the Self-Study

February 1998 – February 2001

Value Offered: Played several pivotal roles during the self-study process for Atlanta Metropolitan College which led to reaccreditation. -- Served in this position concurrent to my role as Secretary to the Office of Institutional Research, Planning, and Assessment. Supported the Director of the Atlanta Metropolitan College Self-Study, Chair of the Steering Committee, as well as the Steering Committee and the members that comprised the various subunits of the Steering Committee. Responsibilities included: assisting with the development of all forms of official Self-Study documents (e.g. "Exit Report to the

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Atlanta Metropolitan College Self-Study Report” - including generating charts, graphics, tables); developing PowerPoint presentations delivered during self-study workshops; serving as one of the coeditors of the Self-Study Report (as well as the coeditor on various drafts of the report); recording and transcribing minutes; maintaining the office's library system; and arranging travel. Other functions included: serving as the Assistant Logistics Coordinator (i.e. scheduling interviews and arranging travel).

NBG SERVICES, INC., Cambridge, Massachusetts

Financial Analyst//Benefits and Unemployment Administrator (Promotion) January 1995 - November 1995

Value Offered: Developed a purchasing system that decreased procurement costs of equipment by 20%. - Responsible for analysis and coordination of purchasing and budgeting as well as performed benefits/unemployment supervision and tracking. Performed new site cost analysis/interpretation as well as developed a purchasing system for Management Information Systems (MIS); provided monthly purchasing and budget reports. The new purchasing system produced a budgeting plan that decreased procurement costs of equipment by 20%. Other functions included: supervising the payroll administrator and office assistant; tracking MIS purchases; coordinating monthly project expenditures; analyzing monthly operations costs; systemizing and tracking employee benefits files and materials; serving as a liaison between the company's insurance broker and employees; and handling employee inquiries/concerns.

Payroll Administrator (Promotion) November 1993 - December 1994

Value Offered: Assisted co-workers in developing proficiency in Lotus 1-2-3 and Ami Pro, which led to an increase in overall employee efficiency and effectiveness. -- Responsible for hourly (weekly) and salaried (bimonthly) payrolls and all related tasks. Processed and distributed both hourly and salaried payrolls using Automatic Data Processing (ADP) software and Lotus 1-2-3 as well as tracked and administered Referral and Caller Commitment Bonuses, calculated management bonuses, and compiled data from payroll for weekly caller statistics. Served as the liaison in the conversion to a direct upload system; trained co-workers on Lotus 1-2-3 and Ami Pro, which improved employee efficiency and effectiveness. Other functions included: calculating monthly caller bonus pool; tracking vacation and sick-time hours; and handling special financial projects.

Administrative Assistant (Promotion) October 1992 - November 1993

Performed data entry; letter generation; filing; copying; mail preparation, coordination, and distribution; answering telephones; and typing. Other functions included: performing administrative support duties involving callers and staff personnel; generating and tracking all daily reports, including MBNA calling reports and weekly attendance reports. (Please Note: Even though I received a promotion to the role of administrative assistant for the company, I provided sales/marketing training for an additional three months: October 1992 - December 1992.)

Sales/Marketing Representative and Trainer July 1992 - September 1992

Value Offered: Trained co-workers in techniques that facilitated the effective delivery of product knowledge, all while maintaining personality in their sales pitch. This instruction led to increased sales. - Improved the company's bottom line by consistently exceeding quota, which led to being appointed to train other marketers on how to customize the assigned script to their personal style with the goal of closing more sales. Other functions included: marketing products/services on behalf of Fortune 500 clients and educating consumers relative to various credit cards on the market.

[FORMAL EDUCATION] - Bachelor of Arts, Government (1992) ♦ Smith College ♦ Northampton, Massachusetts

[PROFESSIONAL DEVELOPMENT] (Certificate Programs - Completed) - Web Design (2009) || Paralegal Studies (2003) || Private Investigation (2002) - **(Self-Published Author)** – *Cake Tales*

[COMPUTER PROFICIENCIES] (software programs and online management tools): WordPress, Microsoft Office 2007 Professional Suite (Word, PowerPoint, Excel, Publisher, Outlook); GIMP (photo editing); Windows Movie Maker; Evernote; Prezi; Skype; Google Drive (Google Docs, Google Sheets, Google Forms); Google Calendar; Basecamp; Mailchimp; AnyMeeting; Join.me; Webex; PayPal; Slack --**Typing Speed - 65+ wpm.**

- **Social Media:** Social Media Management and Coaching || Set up of Profiles and Pages – Personal and Business || Blogging || Social Media/Internet Marketing || Social Media Networking - (Facebook, LinkedIn, Twitter)
- **Writing:** Content/Article Creation - (e.g. blog and website content) || Press Releases || Newsletters || Proofreading/Editing || General Business Documents || Reports
- **Research:** Survey Development and Design || Advanced Internet Research || SEO (Search Engine Optimization) || Forum Organization and Moderation || General Data Analysis and Outcomes Assessment
- **Graphic/Creative Design:** Brochures || Flyers || Postcards || Banners || Graphics || Invitations || Websites (WordPress)