

# **Brigida Misuraca-Bohman**

100 Floyd Avenue  
Bloomfield, New Jersey, 07003

**Phone: (not posted on-line)**

**[brigida35@johns-house.com](mailto:brigida35@johns-house.com)**

## ***Office Assistant / Clerk / Receptionist / Customer Service Representative***

A hard working professional with excellent communication skills both written and verbal. Capable of multi-tasking in a fast paced environment.

### **Skills**

Microsoft Office: Word, Access, Excel, Outlook, and PowerPoint. Ability to use: PeopleSoft, Rolodex Customer Service Directory, Intranet/Internet, and Cash Register Operations. Multi-lingual: English/Spanish/Italian.

### **Experience**

*Bruno Associates, Inc., Clifton, New Jersey*

2006-2007

#### ***Receptionist / Office Assistant***

- Answered incoming calls on multi-line phone system
- Screened customer calls for the CEO and Staff
- Assisted visitors with inquiries and directing them to their destinations
- In charge of setting up the conference room for meetings
- Opened and sorted the mail for the company
- Assisted Staff members with sending out mail and packages
- In charge of transmitting and delivering facsimiles for the CEO and staff
- Data entry and maintenance of Grants records using Microsoft Excel
- Used Microsoft Word to generate envelopes, labels and invoices
- In charge of ordering office and kitchen supplies
- Maintained printers, copier and fax machines for the office

*Panasonic, Consumer Affairs Department, Secaucus, New Jersey*

2001-2006

#### ***Clerk / Office Assistant / Customer Service / Switch board Operator***

- Assistant to Multiple senior management personnel
- Screened customer calls for the Executive Office
- Assisted consumers with inquiries
- Created customer records case using PeopleSoft application
- Assigned Cases to Customer Service Representative
- Maintained an accurate log of calls into the Rolodex system
- Researched, maintained and retained product data for department reference
- Determined classification of letters, packages, e-mails, calls, and faxes at: Regular, Executive, Legal, Presidential and CEO levels
- Shipped and received mail for the department
- Maintained a log for the rebate claims

*Panasonic, Personal and Professional Department, Secaucus, New Jersey*

2000-2001

#### ***Sales Coordinator***

- Coordinated sales and Order entry for the Department
- Generated orders in the Computer Pro system
- Provided status of the order to the Client
- Received and shipped products to Customers
- Maintained files for department
- Retained an accurate log of all incoming calls

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*Panasonic Factory Outlet Store, Secaucus, New Jersey*

1998-2000

***Sales Associate, First Key***

- In Charge of store operations including opening and closing
- In charge of receiving Shipments
- Computed daily totals
- Process service tickets
- Executed Monthly Inventory

**EDUCATION**

*KeySkills Learning, Inc., Clifton, New Jersey*

**Certificate - Microsoft Office Specialist II – 09/2007 - 01/2008**

*Worldwide Educational Service, Jersey City, New Jersey*

**Diploma - Automated Office System Processor**

*Scuola Magistrale S. Eufemia, Carinaro, Caserta, Italia*

**Diploma - Teacher of Pre-Elementary Education**