

Catherine E. Mesa

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Objective

To utilize excellent people, analytical, technical and organizational skills in your organization.

Proficiencies

- Excellent Customer Service Skills – 16 years experience
- Proficient in bank reconciliation
- Skilled in SAP, all levels of MS Office, office machines and multi-line phones
- Typing 60 wpm and 10-key by touch
- Experience in correspondence, proofreading, editing and bookkeeping fundamentals
- Diversified background, problem solver, flexible and adaptable

Education and Certification

Francis Tuttle Technology Center – Oklahoma City, OK

December 2013

Accounting Services/Full-Charge Bookkeeper

Brainbench Certification in Excel 2010, Word 2010, Data Entry 2010, Access 2010, Outlook 2010, PowerPoint 2010, Business Math, Telephone Etiquette, Computer Fundamentals, Office Procedures, Customer Assistance.

Santa Rosa Junior College – Santa Rosa, CA

2005

A1 English, Quickbooks, Powerpoint

Employment Experience

Adecco Staffing Agency

Nov, 2012 – April, 2014

Gardner Denver Pump Parts

International Sales Desk/Customer Service

Oklahoma City, OK

Francis Tuttle Technology Center

Sept, 2012 – Nov, 2012

Administrative Assistant (8 week commitment)

Oklahoma City, OK

Bank of America, NA.

Sept, 1997 – Jan, 2012

Senior Personal Banker/Officer

Saint Helena, CA

Edmond, OK

Oklahoma City, OK

TASKS

- Work on SAP order desk software.
- Managed and resolved difficult and complex problems and resolved escalated complaints or disputes to customers delight.
- Conducted heavy client servicing and out-of-balance research.
- Maintained and enforced security requirements.
- Drafted and created Standard Operating Procedures Manual for Operations Department.
- Evaluated customer complaints and took appropriate actions to resolve them.
- Interpreted and communicated work procedures and company policies to staff.
- Maintained strict privacy and confidentiality.

Extracurricular Activities

- Business Professionals of America, 2012/2013
- Church Treasurer since 2015--
- Edit/Proofreading for Fulcrum 7, 2015/2017 Gerry Wagner

Summary

Enjoy working with people, solving problems and learning new computer skills and programs. Work independently, exceed expectations, organize workflow to workspace environment, dependable, detail conscious and a self-starter. Excel at juggling multiple priorities and meeting tight deadlines without compromising quality or a good attitude. I have moved back to California to be near to family and friends, to recover from an illness and am eager to become productive again.