

Monique Rogers

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A position in clerical work to demonstrate my strong administrative assistant skills and established leadership abilities I have gained from prior work as a data entry lead. Have over 25 years of experience in the clerical field and can provide my expertise of data entry to an organization. Work well under minimum supervision and am a fast learner.

Special Skills

- 10-Key by touch- 16,000 key strokes per hour
- Type 40 WPM
- Proficient with Microsoft Office (Excel, Word, Outlook, Communicator)
- Knowledge of Telephone Triage

Work Experience

Data Entry Lead and Operator

1996 – 2008

Chevron Concord, CA

- Provided work direction and functional guidance to a team of 5 people
- Monitored work flow and distributed work according to priorities
- Responsible for training new hires for data entry
- Keyed in payment amounts through digital imaging of checks
- Performed MICR - filled in any missing, routing and transit number, customer bank account number and check numbers
- Executed OCR - repaired missing numbers on statement stubs and identified unknown items
- Carried out CHADD – change of address via imaging
- Balanced and corrected out of balance transactions
- Conducted safety inspections in surrounding areas for employees to prevent any unsafe matter

Exception Desk Specialist

1991 - 1996

Chevron

Concord, CA

- Specially handled highly secure information of client checks

Data Entry Key Operator

1979 - 1991

Chevron

Concord, CA

- Input and coded special billing accounts
- Keyed in employee discounts
- Entered and balanced dealer S-28s

Watch Repair Specialist

1986 - 1987

J C Penny Inc.

Fairfield, CA

- Provided high level customer service to help achieve department sales goals
- Cashier responsibilities included; closing register and making sure all money was accounted for
- Applied product knowledge to sell merchandise

Education

Certificate in Ten Key Data Entry

Pruitt College, Concord, CA – 1979

High School Diploma

Fairfield High School, Fairfield, CA -1975 - 1979