

Katherine Buszka

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Professional Summary

I'm a highly organized and detail-oriented professional with extensive experience in office administration, sales support, data entry, multitasking, and customer service. I have a proven ability to manage high volumes of work efficiently and accurately while maintaining excellent customer relations and team collaboration. I'm seeking to leverage my skills and experience to contribute to the success of a dynamic organization while finishing my Bachelor's degree in Human Resources management. Given the chance, I will make an excellent addition to any team..

Skills

Technical Skills:

- Data Entry: Proficient in accurate and efficient data management.
- Software: Google Suite, Microsoft Suite (Word, Excel, Outlook, Access, PowerPoint).
- Office Equipment: Skilled in operating and maintaining office machines.
- Quality Assurance: QA certified.

Soft Skills:

- Customer Service: Excellent at resolving customer inquiries and issues.
- Team Collaboration: Strong team player with experience in collaborative projects.
- Communication: Effective verbal and written communication skills.
- Problem-Solving: Adept at troubleshooting and resolving technical issues.

Education

Charter Oak State College, New Britain, CT (2023 - 2025)

- Human Resource Management - BS in progress
 - Classes taken: Entrepreneurship, Managing People in a Global Economy, Leadership Practices, Speech Communication, Western Civilization I

Tunxis Community College, Farmington, CT (2018 - 2023)

- AS in Business Office Technology
 - Classes taken: Business Ethics, Business Law I, Human Resources Management, Interpersonal Communication, Intro to Nutrition, Intro to Software Applications, Principles of Macroeconomics, Principles of Microeconomics, Principles of Sociology, Spreadsheet Applications, Technical Writing, Writing for Business, English Composition 1, Rock & Roll History/Appreciation, History of American Music
- AS in Business Administration
 - Classes taken: Business Ethics, Business Law I, Organizational Behavior, Principles of Finance, Principles of Financial Accounting, Principles of Macroeconomics, Principles of Managerial Accounting, Principles of Marketing, Principles of Microeconomics, Principles of Statistics, Writing for Business, Intro to Nutrition, English Composition 1, Rock & Roll History/Appreciation, History of American Music
- Business Administration Certificate
- Business Administration: Finance Certificate

Experience

Sales Support, Tribune Publishing Company, LLC (05/2015 – Present)

- Utilized computing skills to efficiently process and manage customer orders.
- Handled high-revenue accounts
- Handled major accounts
- Handled difficult to handle sales representatives
- Trained coworkers
- Helped with testing of new order entry program
- Worked with multiple business units across the board
- Accurately entered and managed data for thousands of customer orders, ensuring 99% data accuracy.
- Handled customer order entries, improving order accuracy by implementing double-check protocols.
- Managed customer correspondence, resolving inquiries and issues promptly.
- Typed and prepared various documents, contributing to efficient office operations.
- Operated and maintained office machines, ensuring smooth daily operations.
- Collaborated with team members to streamline order entry processes, improving overall efficiency.
- Stepped up to take on a larger workload during team shortages, maintaining productivity.
- Authored a comprehensive walk-through guide for ordering specific products when I was the only team member left in my district, which improved the training process and ensured continuity.

Temporary Employment: Kelly Services, Farmington, CT

Receptionist, Beckett Law, Hartford, CT (03/2015 – 04/2015)

- Answered and managed phone calls, directing clients to the appropriate legal resources.

Customer Care Specialist, Tymetrix, Hartford, CT (07/2014 – 01/2015)

- Performed computing tasks and data entry, ensuring accurate and timely data management.
- Troubleshoot software issues via chat and email, resolving 95% of cases on the first contact.

Customer Service Representative, Hartford HealthCare, Newington, CT (02/2014 – 03/2014)

- Operated as a call center operator, addressing and resolving patient inquiries.

Receptionist, Lincoln Culinary Institute, Hartford, CT (05/2013 – 05/2013)

- Served as a receptionist, greeting and directing visitors, and managing front desk operations.

Data Entry Clerk, The Hartford Courant, Hartford, CT (03/2013 – 04/2013)

- Performed computing tasks and data entry, ensuring accurate and timely data management.
- Conducted testing data entry, ensuring accurate and timely input of test results into digital systems.

Data Entry Clerk, Axa Equitable, Farmington, CT (10/2007 – 12/2007)

- Performed data entry, ensuring accurate transfer of client records to digital files.

Office Assistant, Wes-Garde Components, Hartford, CT (07/2013 – 02/2014)

- Performed accurate data entry and customer order processing, enhancing order accuracy and efficiency.
- Managed filing systems, ensuring documents were organized and easily retrievable.
- Typed and prepared various documents, contributing to efficient office operations.
- Answered and directed phone calls, providing excellent customer service.
- Generated invoices and processed payments, maintaining accurate financial records.

- Conducted part number entry and managed inventory records, improving stock management.

Office Assistant, Cenex, Adams, WI (04/2012 – 03/2013)

- Performed cashier duties and provided excellent customer service, handling transactions accurately.
- Managed end-of-day paperwork and financial reconciliation, ensuring accuracy.
- Conducted data entry and customer order processing, improving order accuracy and efficiency.
- Handled large amounts of money responsibly, ensuring secure transactions.

Customer Support, Travel Mart/Mobile, Wisconsin Dells, WI (10/2010 – 04/2012)

- Performed cashier duties, handling transactions accurately and efficiently.
- Provided excellent customer service, resolving customer inquiries and issues promptly.
- Maintained cleanliness and organization of the store, enhancing the shopping experience for customers.

Customer Support, Dunkin Donuts, Wisconsin Dells, WI (06/2010 – 10/2010)

- Operated the cash register, processing customer orders and payments with precision.
- Delivered high-quality customer service, ensuring customer satisfaction with products and service.
- Assisted with store maintenance and inventory management, contributing to smooth operations.

Office Assistant, Sorenson Lighted Controls, Hartford, CT (01/2008 – 03/2009)

- Executed data entry tasks and processed customer orders, improving order processing efficiency.
- Handled filing and documentation, ensuring proper record-keeping.
- Operated as a switchboard operator, managing multiple phone lines effectively.
- Produced detailed reports and managed office orders, supporting business operations.
- Greeted and directed visitors, ensuring a welcoming environment.
- Operated and maintained office machines, facilitating smooth daily operations.

Team Operator, Smith's Medical, Southington, CT (05/2006 – 10/2007)

- Ensured production of high-quality medical products by operating injection molding machines.
- Optimized machine performance and improved efficiency through team collaboration.
- Maintained strict quality control standards by achieving QA certification.
- Monitored machine readouts and adjusted settings to ensure consistent product quality.

- Conducted regular maintenance and troubleshooting of machines, minimizing downtime and increasing productivity.

References

References Available Upon Request