

Jennifer Isbell

Skills:

Typing

- 65 - 70 WPM

Ten-key

- 200 - 250 KPM

Writing reference manuals

- Awarded for a clerical support guide I created
- Completed several writing and technical writing classes

Computer knowledge

- Windows Operating System (Windows 3.1, 95, 98, and 2000)
- Microsoft Office (Word, Excel, Access, Power Point)
- Corel Suite (Word Perfect, Quattro Pro)
- Knowledge of Internet (Netscape, Internet Explorer, searching, etc.)
- Internet/HTML programming
- LaTeX
- Graphics Programs (Adobe Photoshop, Paint Shop Pro)
- Some COBOL

Employment:

Howard Hughes Medical Institute at New York University

New York, NY
November 1999 - Present

Research Secretary

- Report directly to Investigator
- Serve as a liaison between Investigator and various departments at HHMI and NYU
- Pick-up, sort, and deliver mail
- Write correspondence
- Maintain files
- Copy various articles and lab materials
- Fax documents and information
- Answer phones and take messages
- Create documents using LaTeX
- Conduct online and library research – look up various articles, verify references, etc.
- Plan business and collaborator visits
- Help to plan large-scale conferences
- Prepare grants
- Manage group library and publications
- Send for reprints of articles
- Routine lab organizing: water plants, organize group meetings and refreshments, etc.
- Maintain lab machines (printers, copiers, fax, etc.) and keep them in working order (order needed parts and supplies, call for repair, etc.)
- Edit reports and manuscripts
- Maintain records of orders/expenses for both HHMI and NYU
- Track and maintain budget figures
- Keep track of journal subscriptions and memberships and their renewals
- Research possible lab purchases online and obtain quotes
- Payment of various bills through both HHMI and NYU
- Order supplies, books, equipment, etc. through both HHMI and NYU
- Coordinate and prepare expenditure reports, including travel expenses for both HHMI and NYU
- Coordinate Associates appointments, re-appointments, and visas
- Distribute paychecks

Mini-Circuits Laboratories**Brooklyn, NY*****Applications Engineer Assistant*****October 1997 to present**

- Assist Applications Engineers with various tasks involving customer specifications
- Set up new project files for engineers and enter them into computer
- Prepare correspondence for Applications engineers
- Attend New Project Review meetings and carried out any requests made to the Applications department from Engineering
- Maintain Customer Specifications database on mainframe computer
- Assisting with creating a new Customer Specifications database in Access
- Maintain a database that supports contact information
- Perform various clerical functions
- Answer phone calls from customers and help them with technical questions regarding our catalog
- Train new hires to work in the clerical capacity

Alliance Data Systems**San Antonio, TX*****Clerical Support/Chargeback Research*****July 1996 to Sept 1997**

- Performed clerical duties such as copying, mailing, and filing
- Researched chargebacks using microfiche and located receipts
- Chosen to head the new chargeback research procedures for a large petroleum company.
- Scanned sales tickets and data entry to banks using VisaCom
- Was primary trainer for new hires in the areas that I worked
- Wrote clerical support guide and research support guide manuals

HEB Video Central/Hollywood Video**San Antonio, TX*****Customer Service Rep/Delinquent Specialist*****Oct 1991 to Sept 1995**

- Worked the register
- Helped customers with questions and concerns
- Maintained the delinquent log
- Responsible for calling customers and mailing reminders concerning late merchandise.

Education:**James Madison High School****San Antonio, TX*****Honors*****1991**

- GPA:90
- National Honor Society
- Top Regional Band/Area Orchestra

University of Texas at San Antonio**San Antonio, TX*****Bachelor of Business/Information Systems*****Junior**

- GPA:2.5
- Types of courses completed:
 - Core Curriculum
 - Accounting
 - Algebra with Business Calculus
 - Management
 - Finance
 - Marketing
 - Communications
 - Information Systems
 - Computer Science
 - Technical Writing
 - Economics

References:

Available upon request