

Mark Pettigrew

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OBJECTIVE

To obtain employment which enables me to significantly contribute to the success of a professional office, business or nonprofit endeavor, using my substantial computer skills and office skills.

JOB HISTORY

EMPLOYER	JOB DESCRIPTION or TITLE	DATES
Telesight 820 N. Franklin, Chicago, IL 60610 312-640-2500	Telephone Survey Interviewer	2/13/2006 to 1/6/2007
Law Offices of Lisa Weinstein (Luden II Corporation) 1909 W. Belmont, Suite 101, Chicago, IL 60657 773-477-0513	Legal Assistant / Secretary (Primarily Real Estate Law and Property Management)	5/3/2004 to 10/13/2005
Estate of Dr. Donald Pettigrew Springfield, Missouri	Executor of the Estate (Sales and Distribution of Property, etc.)	2000 to 2004
YMCA (Child Welfare Division), 801 N. Dearborn, Chicago, IL 60610; 312-932-1200	Database Specialist (MS Access) for Child Welfare Department	1996-2000
Adia Personnel, 1101 W. Lake St., Oak Park, IL ; 708-848-7800	Temporary Work (mostly clerical and/or secretarial) for many diverse clients.	1994-1996
Eklind Tool Co., 2255 W. Logan Blvd., Chicago, IL 60647-2190; 312-276-1140	Administrative Assistant	1993-1994
Market Share, 3455 Commercial Ave., Northbrook, IL 60062; 708-559-0800	Data Entry Operator	1992-1993
Principal Financial Group, 620 S. Glenstone, Suite 300, Springfield, MO ; 417-869-0040	Medical Insurance Claims Examiner	1987-1988
Harding Company, 335 "B" Street Extension, Boston, MA 02210; 617-423-7390;	Administrative Assistant	1986-1987

TRAINING AND EXPERIENCE

DATA-RELATED SKILLS, TASKS & ACCOMPLISHMENTS

- Data sorting, data coding, data preparation, and data entry, using database programs (particularly Microsoft Access), as well as spreadsheet programs such as Microsoft Excel.
- Substantially enhancing and improved the design of an existing Microsoft Access database.
- Creating multiple Microsoft Access database queries and reports.
- Creating new Microsoft Access databases for the purposes of organizing data pertaining to employees, vendors, clients, tenants, work-related tasks, employees' computers (troubleshooting, upgrades, etc.) and much more.

COMMUNICATION SKILLS AND TASKS

- Written & telephone communications re: customer service, sales inquiries and leads, customer orders, insurance claims, office supply orders, medical appointments, travel reservations, information inquiries and more.
- Answering phones, taking messages, leaving and retrieving voice mail messages, etc.
- Sending, receiving and distributing fax messages, FedEx, UPS, Certified Mail, etc.

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DOCUMENT CREATION & WORD PROCESSING SKILLS AND TASKS

- Word-processing using: WordPerfect and Microsoft Word. Experienced with mail merge, statistical tables, macro creation and modification, graphics and other advanced functions.
- Preparing a variety of word-processed and/or typed legal documents and forms primarily pertaining to real estate closings, wills and trusts, and personal injury cases.
- Creating and updating written documentation of policies and procedures.
- Proofreading company documents for misspellings, grammatical errors and poorly expressed ideas.
- Typing Speed: 65-72 words per minute with minimal errors.

GRAPHICS AND WEB DESIGN SKILLS, TRAINING AND TASKS

- Substantial experience and training in photo retouching and manipulation using Adobe Photoshop.
- Designing a laser engraved wood plaque used to reward donors to Lawson House YMCA during multimillion dollar fundraising project. (More than 600 plaques were made for various donors.)
- Designing websites using HTML, Dreamweaver, Flash, Adobe Illustrator, Adobe Acrobat, Adobe ImageReady, etc.

MISCELLANEOUS COMPUTER SKILLS AND TASKS

- Helping fellow employees and supervisors with Microsoft Windows and Microsoft Office programs.
- Troubleshooting departmental computers.
- Scheduling appointments using the Calendar in Microsoft Outlook.
- Sending and receiving email using Microsoft Outlook.
- Creating presentations using Microsoft Powerpoint.
- Backing up company computers onto removable data storage media.

FINANCIAL SKILLS AND TASKS

- Paying all applicable bills and maintaining accurate financial records (in Microsoft Money and paper files). Some amount of experience with QuickBooks as well.
- Processing incoming rent payments from tenants, and communicating with tenants regarding late rent payments (and many other matters).

MISCELLANEOUS OFFICE AND CLERICAL SKILLS AND TASKS

- Setting appointments for real estate closings, legal consultations, and much more.
- Preparing, tracking and distributing new leases for tenants.
- Archiving outdated paper files and digital files.
- Photocopying, collating, sorting and binding diverse documents using VeloBind, spiral binding, etc.
- Sorting and distributing incoming and outgoing correspondence, including mass mailings
- Creating and maintaining paper and electronic files pertaining to tenants, customers; patients; vendors; donors; legal clients; foster children; etc.
- Boxing and shipping merchandise, and processing related forms.

RELEVANT EDUCATION

- Certificate in Web Design (2002; Truman College, Chicago, IL)
- Word Processing Certificate (Newbury College, Boston, MA)
- Advertising Copywriting (Emerson College, Boston, MA)

References Available Upon Request