

Vennessa L. Grivna-Fletcher

Objective

Obtain a position in the private sector working with government regulations.

Experience

2002-present Matco Tools Stow, OH
Financial Services/Credit Correspondent

- Take credit and lease applications over the phone.
- Audit distributor and mechanic accounts while performing the necessary adjustments.
- Assist in trouble shooting and solving computer problems.
- Assisted in writing one of the procedural manuals.
- General clerical duties.

1998 Olsten Staffing Cuyahoga Falls, OH
Administrative Assistant

- General secretarial duties including multiple phone lines.
- Prepared management for seminars.

1997-1998 Avalon RV & Marine Medina, OH
Receptionist

- Assisted with Sales.
- Worked with 10 line phone and paging system.
- Nightly books closeout.

1997 Central Reserve Life Insurance Strongsville, OH
Clerical Summer Intern

- Billed, mailed and filed insurance claims.

1994-1996 Shoney's Inc. Medina, OH
Sales Representative & Part-time Manager

- Computer ordering.
- Monetary control
- Resolved customer disputes.
- Minor accounting.

1994 American Greetings Corporation Brooklyn, OH
Summer Intern

- Created a library of all Create-A-Cards known to date for one of the first e-commerce departments in the company.

Education

2004	University of Akron	Akron, OH
B.A. Economics		In Progress
Minor in Public Policy Analysis		

2001	New Mexico State University	Las Cruces, NM
A.A. Business		
GPA 3.306		

Affiliations

2000-2001	Business Professionals Of America	President
2000-2001	Phi Theta Kappa	Member
Present	Economics Club	Member

Abilities

Microsoft Office

- Word, Excel, Access, PowerPoint, Publisher, Outlook, FrontPage

Basic Accounting
AS 400
Lotus Notes
Minitab
German

- Basic language skills

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