

LINDA WALLACE

12211 Baron Drive
Balch Springs, TX 75180
972-557-2909

mailmom@sbcglobal.net

Chronological

PROFILE SUMMARY

Dedicated, seasoned, professional with proven skills in administration, customer relations, and printing. Hardworking; innovative team player whose contributions have resulted in measurable improvements in overall workflow and production. Particularly skilled at building and maintaining rapport with all levels of management, support staff and valued customers. Career marked by commitment to excellence, often exceeding established goals. **People person.**

ACCOMPLISHMENTS

**ANALYZED SYSTEMS AND RESTRUCTURED CAMPUS MAIL FACILITY
(i.e., UPDATED OFFICE EQUIPMENT; EMPLOYED COMPUTERIZED TRACKING),
IMPLEMENTED CARD FILE SYSTEM TO REGULATE MAILBOX ASSIGNMENTS FOR INCOMING
STUDENTS
REPLACED OUTDATED RECORD-KEEPING AND CASH-HANDLING METHOD.
SIGNIFICANT SAVINGS IN COST AND TIME
CREATED 35-PAGE POLICY AND PROCEDURE MANUAL DETAILING JOB DESCRIPTIONS AND MAIL
OPERATIONS**

PROFESSIONAL EXPERIENCE:

Dallas Theological Seminary
Campus Post Office Supervisor

07-1990-12-2009
Dallas, TX

- Supervised mailroom staff of 3-6 workers, scheduled, planned, and directed work of both full and part-time employees
- Directed processing of 20,000 pieces (monthly average) of incoming and outgoing mail servicing 1800 students and 350 faculty and staff
- Maintained annual operating budget
- Monitored staffing and student changes to ensure proper box reassignment and closing
- Recommended for hire; hired and trained all personnel in mail operations
- Coordinated processing of all types of incoming and outgoing mail, publications, and private service pickups, deliveries.
- Developed efficient reporting method to track daily, weekly, monthly, and annual productivity
- Trained mail runners

The Texacone Company
Customer Service Representative
Fabrication Worker

09-1997 – 01-1999
Mesquite, TX

- Assisted customers in ordering materials via phone
- Addressed inquiries regarding merchandise and shipping information
- Answered multi-line phone system

Wallace, pg. 2

- Provided data entry, typing of invoices and orders, labels, forms
- Copied, faxed and filed
- Sorted incoming mail
- Also worked in fabrication department; made elevator and escalator belts

Silsbee Independent School System
Paraprofessional

05-1993 – 07-1997
Silsbee, TX

- Aided 3rd and 4th grade students in special ed classroom
- Recorded grades and attendance on computer
- Data entry, transcribed teacher notes; typed forms
- Transported developmentally delayed children and parents to classroom and appointments

United States Postal Service
Data Entry

08-1995 – 07-1997
Beaumont, TX

- Granted top secret clearance
- Provided part-time encoding service
- Accurately routed mail pieces via computer

First Baptist Church
Secretary/Receptionist

11-1984 – 05-1990
Stillwater, OK

- Provided administrative duties for senior pastor
- Typed daily correspondence and additional items as needed
- Updated, maintained, attendance/membership records/files
- Designed, typed, and provided layout and offset printing of bulletins, brochures, weekly newsletters, and other materials.
- Scheduled appointments and calendar events
- Word processing, data entry
- Supervised coordinated efforts of 12 church volunteers

Hughs Air Craft Company
Reproduction Operator

10-1974 – 01-1976
Aurora, CO

- Copied and distributed classified documents, microfilm and messages
- Received and relayed messages by teletype
- Key punch and data entry
- Maintained files of classified docs (top secret clearance)

TRAINING AND CERTIFICATIONS

<i>Leadership and Supervisory Skills for Women</i>	12-2000
Rockhurst University	
<i>Institutional Effectiveness Workshop</i>	2003
Dallas Theological Seminary	
<i>Microsoft Works on the Mac</i>	02-1997
Silsbee ISD Professional Development Technology	
<i>Roles and Responsibilities of the Paraprofessional</i>	10-1995
Silsbee ISD	