

Louis V. Gaudreau

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OBJECTIVE

Seeking an administrative support career in a professional environment.

SUMMARY

A personable professional with a strong commitment to success.

EXPERIENCE

VCOM International Multi-Media Corp., Hamden, CT **November 2007 to May 2010**

Customer Service / Data Entry.

- Enter an average of 1,500 orders monthly with a .002% error rate.
- Process billing of orders shipped each day.
- Assist co-workers with setting up Excel files and computer support.
- Proof read two annual product catalogs.
- Maintain a working knowledge of customers' special requirements.
- Assist when needed in the warehouse unloading trucks and inventory counting.
- Handle customer service calls and e-mails.

Premier Abstract & Title Co., LLC, Milford, CT **November 2002 to October 2007**

Title Processor

- Process Abstractor notes and documentation, and compile data into various commitment policies.
- Process rush commitments via Abstractor phone-in reports.
- Responsible for typing all purchases and the more "particular" companies.
- Maintain changing requirement needs and formats for each lender.
- Assist with computer system back-up and maintenance.
- Provide computer support to office personnel.

First Place USA, Hamden, CT **September 1994 to October 2002**

Typographer / Customer Service / General Office

- Responsible for typesetting stamps, company forms, and marketing brochures
- Intense wholesale and retail customer service via phones and face to face
- Processed all outgoing UPS and First Class packaging and shipping
- Assisted in all areas of the business where required in Administration and Production
- Managed production while supervisors attended trade shows

Media Ventures, Inc., Bridgeport, CT **August 1990 to August 1994**

Typographer / Cartographer

- Handled typesetting, layout / paste-up and camera work on a variety of jobs
- Received informal training on cartography basics for the Mac
- Promoted to position of Cartographer
- Created all maps on a timely basis to meet publishing deadlines

MILITARY SERVICE U. S. Coast Guard **September 1975 to August 1979**

Seaman Apprentice to Yeoman 3rd Class

- Completed Yeoman Class "A" School, U.S.C.G., Petaluma, CA, 1976
- Performed duties in the Administration and Personnel Office
- Maintained service records
- Issued Military ID's
- Processed station incoming / outgoing mail
- Saved one-man-year using Lexitron Videotype 1202 word processor
- Performed a wide range of general office duties
- Released from Active Duty; not a Reserve Member

EDUCATION

Data Institute, Milford, CT **July, 1998 to July, 1999**

Medical / Dental Office Administration

Medical Courses

- Medical Terminology I & II • Medical Billing & Coding • Medical Law
- Dental Focus • Medical Transcription • Patient Relations

Computer Courses *Pre-tested out of typing classes. Typing speed: 85WPM*

- Medical Manager • Access • Microsoft Excel • Microsoft Word I & II