

WILMA E. ROBINSON

587 STILES STREET • ELIZABETH, NEW JERSEY 07908

908/ 887-2596

SUMMARY

Flexible quick learner seeking position that can utilize knowledge and skills • Strong academic and on-the-job training • Extensive experience covering a wide spectrum of administrative, general office clerical, customer service, and banking functions • Persuasive negotiator with excellent communication skills • Recognized interpersonal skills with proven ability to deal with the public • Practiced computer literacy using proprietary systems and software • Established record of proficiency, creativity, leadership, organizational and problem-solving know-how

EXPERIENCE

Truck Control Agent

November 1992 to present

FEDERAL EXPRESS • NEWARK INTERNATIONAL AIRPORT, NJ

Began working as a package handler, advancing to the current position on the night shift in Control Room Operations in 1999. Record and document the arrival time of as many as 200 trucks moving in and out of the terminal on each shift. Compare all truck freight manifests to computer data, occasionally performing a physical inventory of the truck. Route trucks to various stations. Serve at the counter occasionally, waiting on the public during peak periods.

Secretary

November 1989 to present

PERRY FUNERAL HOME • NEWARK, NJ

Serve as secretary and receptionist while concurrently acting as a funeral director and performing related tasks. Assist in as many as seven funerals weekly, arranging services and burial. Notify cemeteries to open graves. Show and order coffins, shrouds, vaults, and other merchandise. Escort families to cemeteries to grave sites. Write obituaries. Call death notices in to newspapers. Assist families in selecting flowers. Arrange the order of service and select ministers when the family does not. Assume complete charge of a manual filing system.

Data Entry Clerk

1985 to 1987

J. STANLEY COMPANY • ELIZABETH, NJ

Accepted and entered sales orders by phone, fax, or verbally from salesmen for this distributor that specialized in supplying groceries and produce to hospitals and ship-lines.

Data Input Operator

1980 to 1985

UNITED COUNTY TRUST • ROSELLE, NJ

Accessed and entered data into a computer terminal, opening and closing accounts for customers.

Lock Box Clerk

1978 to 1980

MIDLANTIC BANK • LIVINGSTON, NJ

Worked on hundreds of incoming deposits received in the mail daily, depositing them in the appropriate individual or business account. Made photocopies of all deposit receipts.

Family Assistant

1974 to 1978

NEWARK PRESCHOOL HEADSTART PROGRAM • NEWARK, NJ

Provided general assistance in ten different classrooms daily of children from three to four years of age. Escorted numerous children, taking about ten at a time by bus, to medical facilities for immunization shots, health checkups, eye examinations, and dental work.

EDUCATION

Bachelor of Arts in Education

expected 2003

DOWLING COLLEGE • OAKDALE, LONG ISLAND, NY

Certificate in Banking: Courses in Banking and Management

1979 to 1983

AMERICAN BANKING INSTITUTE • CLARK, NJ

Studies in Sociology and Education

1977 to 1979

RUTGERS UNIVERSITY • NEWARK, NJ

COMMUNITY SERVICE AND VOLUNTEER WORK

Cub Scout Den Mother

Cancer Support Volunteer for the Hope Cancer Network

Share-Food Program Volunteer