

# RITA KIEN

## Summary

Flexible employee with outstanding work record and experience in both administrative and production tasks.  
Up-to-date software training. Bilingual.

## Experience

Business Form Corp.  
Square View, IL

1994 to 2011

### Department Administrator/ Administrative Assistant

- Prepared reports for management and accounting. Provided logistical and technical assistant to the management team and production crew.
- Acted as liaison between departments, vendors and requisitioners. Position required approximately 25% telephone work.
- Placed orders and requested PO's from main office.
- Furnished job requirements based on customer specifications.
- Resolved invoice issues and balanced accounts receivable. Authorized payments.
- Responsible for allocations. Ordered supplies as needed.

### Shipping & Receiving/ Warehouse Lead

- Acted as link between warehouse personnel and management. Scheduled, coordinated, and supervised inbound and outbound shipments.
- Performed final check of printed materials to ensure they were shipped to correct customer.
- Received incoming materials and stored within warehouse. Operated forklift.
- Picked items for shipments. Checked items against requisition forms.

### Ink Technician

- Combined ink to match Pantone print standards. Position required strong mathematical ability and precision.
- Performed chemical and physical testing of raw materials.

### Accomplishments

- Created procedure and MS Excel form to simplify interdepartmental work flow. This resulted in approximately 25% reduced job turn-around time.
- Designed a spreadsheet to keep track of all the material released for the production process. This increased the accuracy of tracking for cost per job by more than 15%.
- Designed and zoned the departmental storage, clerical and testing/ tech areas according to job requirements, plans and schedules. As a result, we had a very smooth flow from receiving, staged storage, and production to shipping.

## **Training**

SOFTWARE TRAINING: Tech Training, Prairie State, IL, 2010.

- Microsoft Office XP Suite (Word, Outlook, Excel, PowerPoint, and Access)
- Customer Service-Call Center
- Lotus Notes
- Medical Terminology

CERTIFICATE OF BUSINESS (SHOP MATH): Northern Illinois University: 1998

INTRODUCTION TO COMPUTER SCIENCES: Truman College: 1998

## **Education**

COLLEGE COURSEWORK IN ENGINEERING AND ARCHITECTURE: Universidad Autonoma De Santo Domingo, Dominican Republic

HIGH SCHOOL DIPLOMA: PHYSICS/ MATHEMATICS: Academia Patron San Jose, Dominican Republic

## **Additional**

- Fluent in both English and Spanish. Frequently translate on the job.
- Forklift Certification: experienced with stand-up and set-down forklifts and scissor picker.
- OSHA, Haz-Mat and EPA training.