

Mary Francen

3545 ½ Coal Fork Drive Charleston, WV 25306

Cell: (304) 589-2803 Email: maryfrancen@comcast.net

Work Experience

Security America Charleston, WV

Part-time Security Officer

2023-Current

Provided off-hours and overnight security guard services for several locations. Walking patrol routes indoors and outdoors. Checking various doors and security checkpoints. Provided employee check-in and escort as needed. Provided written Duty Officer Report via digital or paper documentation. Provided security camera monitoring of multiple camera systems. Provided end-of-shift turnover reports to the next shift guard. Provided monitoring of server room environmental systems and noted any issues. Greeted customers and assisted as needed.

Putnam Aging Saint Albans, WV

Part-time Office Assistant

2020-2023

Provided office support and receptionist duties as needed during fill-in periods. Assisted various staff members with filing, copying, collating, and shredding, maintained visitor sign-in log, routed incoming phone calls to appropriate staff members, assisted staff with calendar creation tasks, assisted staff with newsletter creation, provided suggestions and ideas as requested or as the need arose, recorded in the caregiver system Co-Pilot notes and messages from off-site caregivers, recorded visitor temperature per Covid19 requirements.

Family First Funding LLC Toms River, NJ

Telemarketer

2015-2018

Used calling lists to complete Outbound telemarketer for a mortgage loan officer, for those seeking to obtain diverse types of home mortgages. Completed follow-up calls for reminders of required paperwork and data entry work into the customer management system. Followed up with customers who expressed a desire to seek our products at later dates, Compiled lead lists in various categories, and completed research in the FHA web systems to extend lists and find potential customers. Completed email and postal mail campaigns. Assisted mortgage loan officer as requested with various projects and meetings. Adhered to practices and standards as required.

DMS Enterprises Toms River, NJ

Office Manager

2008- 2013

Managed the invoice billing system and updated and computerized system with Microsoft Excel. Completed a total redesign of the existing company website, including graphics and content, while adhering to the owner's specifications in content and design. Currently working as a freelance web designer maintaining the existing website and providing any content updates as requested by the company owner

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The Community News Browns Mills, NJ

Office Manager/Asst. Editor

2001- 2004

Performed front-level customer support for all phone or walk-in customer requests. Ordered and maintained office supplies through corporate channels and the Staples website. Delivered to the newsstands the bound stack of papers delivered bulk mail subscription newspapers to the post office mailing. Responsible for hiring and terminating freelance reporters/photographers and columnists. Assisted in the determination of story ideas for the freelancers to cover and provided approval of the ideas that they produced. Designed page layout for the editorial section of the paper, Solely responsible for computerizing and digitalizing the Community News layout from previously used cut, waxing, and pasting to appropriately sized news layout sheets which improved efficiency and time management. Created the first email address for news article submission and Legal Announcement Section. Transitioned into being the first web producer of their digital version of Community Newspaper. Attended awards dinners on behalf of the paper.

The New Egypt Press New Egypt, NJ

Reporter/Photographer

1998-2001

Responsible for a weekly column called Question of the Week, Which required producing a question, then going out into the public finding six people and asking them the question, while recording their responses, along with getting their photo and proper spelling of their name to be included in the article. Covered events throughout the town to interview people and take photographs. Completed copy editing for the editor. Typed events into the calendar of events that was published in the weekly paper. Greeted customers and answered phones in a friendly and helpful manner. Submitted personal freelance billing.

Education

Web Design Specialist Ocean County College

Certificate

2013

Office Systems Specialist Central Career School

Certificate

2000

Skills

- Adobe Master Suite including Dream Weaver, Photoshop, Illustrator, Flash, and Acrobat X
- Newspaper, and Newsletter layout
- Office Management
- Microsoft Office Efficient
- Organized & Detailed orientated.
- Good with inventory upkeep & Ordering supplies.
- Excellent Time Management
- Excellent Phone Skills
- Touch Typing & 10 Key trained.
- Excellent Goal Planning
- Meeting & Event Planning
- Excellent verbal and written communications
- Data Entry & Filing
- Office Machines including Copiers, Fax, Scanners, & printers
- Website Design
- Customer Service including phone and in person.
- Invoicing
- Photography

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- Supervisor
- Emailing and Social Networking
- Editing
- Copy Editing

Volunteer Work

Starfleet USS Challenger, Toms River, NJ

Vice President

1991-2005

As Vice President coordinated and conducted events ranging from small fund-raising days to large-scale weekend retreats for 100's members. Planned and promoted many group trips. Recruited and trained new members and redesigned the group's newsletter and website.

SON Crew Charleston, WV

Writer & Assistant

2020

Assisted with Christian Mail newsletter, wrote articles, helped with creating mail envelopes, adding address labels, and stamps, folding newsletter, and inserting.

Starfleet USS Mountaineer Charleston, WV

President

2022-Current

As President coordinated and conducted events ranging from small fund-raising days to large-scale weekend retreats for 100's members. Planned and promoted many group trips. Recruited and trained new members and redesigned the group's newsletter and website.