

MARIA G. SIGNA
4845 N. Delphia Ave.
Norridge, IL 60706
708.306.0191

CAREER SUMMARY

Strengths/Skills: Highly motivated, independent self-starter with 27 years experience in Customer Service and Sales Support. Proficient in data collection and comparison; demonstrates expert knowledge of Excel, MS Word and PowerPoint as well as strong communication and excellent writing skills capabilities. Skilled in developing procedures, organizing, prioritization and problem solving. Strong written/oral communication skills, with proven ability to prepare presentation materials and reports.

EMPLOYMENT

TCF BANK, Park Ridge, Illinois

09-07 – 06-08

Assistant Lending Manager

- ◆ Actively participated in the solicitation of lending business and cross-selling of products such as home equity loans, credit lines and personal loans to customers by phone and in person
- ◆ Qualified, approved, closed loans, denied, or counter-offer the loan within assigned credit lines and company policy and are prepared to justify that decision to both the customer and management. Documents credit analysis.
- ◆ Handled loans from inception to closing.
- ◆ Oversees that loan packages have appropriate signatures, disclosures and credit authority.

MOTOROLA, Schaumburg, Illinois
(TechUSA)

02-06 – 09-07

Proposal Specialist

- ◆ Act as liaison between Sales Leads and Strategists.
- ◆ Organized and maintained new projects.
- ◆ Gathered data and provide reports.
- ◆ Researched, prepared and reworked proposals; handle all correspondence, outline specifications, contract documentation, cost summaries, inventory, statement of work (SOW) and conditions.
- ◆ Managed expedited proposals to resolution.
- ◆ Lead proposal review meetings.

ADECCO, Chicago, Illinois

02-02 – 02-06

Executive Assistant / Administrative Assistant

- ◆ Accounts Payable Clerk – Vendor statement reconciliation and auditing. Processed, recorded, filed and paid invoices, statements & expense reports.
- ◆ General Executive/Administrative-Receptionist temp assignments.
- ◆ Assisted in the processing, recording, filing and payment of invoices.

SPRINT E-SOLUTIONS, Rosemont, Illinois

10-00 – 01-02

Executive Assistant

- ◆ Responsible for assisting Area Sales and Service Delivery Director in various activities which included preparing meeting reports, presentations, spreadsheets, letters and managing e-mail correspondence and managing special projects.
- ◆ Acted as Team Lead over four regional administrative assistants in Ohio, Michigan, Chicago and Wisconsin.
- ◆ Processed and distributed weekly monthly reports (i.e. Expense Reimbursement, Weekly Sales, Forecasts and Telemarketing). In addition, Generated Headcount.
- ◆ Worked closely with recruiters to schedule tests and interviews for E-Solutions candidates in various states. Coordinate new employee set-up and orientation with Human Resources.
- ◆ Processed PAFs (Personal Action Form) and Bonuses. Ability to handle confidential/restricted information and follow-up issues.
- ◆ Developed and maintained office organizational system and appointment calendars to ensure a smooth functioning office including maintenance of various offices needs such as supplies, business cards, etc.
- ◆ Coordinated travel and various meeting arrangements.

McSHANE CONSTRUCTION CORPORATION, Rosemont, Illinois

9-99 – 8-00

Administrative Assistant

- ◆ Support the Vice President of Construction Department including 3 managers and 2 Project Engineers.
- ◆ Managed proposals/subcontracts process. Prepared documents using Prolog Manager Software. Generation of proposals included: Correspondence, outline specifications, contract documents, cost summaries, plans/drawings, project schedules, lease and purchase documents and any additional materials which compromise the actual proposal.
- ◆ Typed meeting minutes as well as distribute and maintained records of all required general correspondence.
- ◆ Prepared subcontractor/owner changes orders and update subcontracts/vendor contact list.
- ◆ Maintained and organize file management of real estate and business development documents and proposals.
- ◆ Assembled bid packages, bid books, bid breakdowns, warranty manuals and reproduce blue prints as needed.
- ◆ Gathered information and exhibits required to produce construction contracts and leases.
- ◆ Orchestrated the collection, sorting and binding of documents.
- ◆ Responsible for new project setup in Prolog Manager and in Microsoft word 6.0

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360 COMMUNICATIONS (formerly Sprint), Chicago, Illinois

1-96 – 10-98

Senior Assistant / Ameritech/Motorola Assistant

- ◆ Provide administrative support to the Cellular Product Management staff that includes 1 director, 5 managers and 5 analysts. Key duties included: Coordinating all meetings including conference calls and room setups. Prepared necessary presentation material and spreadsheets to support meetings and special projects on Excel and Power Point.

- ◆ Liaison person for the Ameritech/Motorola corporate phone program. Handled all aspects for the entire company which included ordering phones and accessories, establishing line of service, issue phone numbers, program cellular phones, ESN changes, cancel line of service, resolution of billing issues, request for service with field technician. Obtain phone repairs; obtain roaming numbers with Ameritech, process rate plans and coordinate promotions with Ameritech and Motorola.
- ◆ Researched customer information on CBIS Cellware as well as Billing Statistics (entering data to determined revenue).
- ◆ Ensured assimilation of new hires by processing all the necessary paper work for a new hire, such as, Lan Services PC Request, Card Key Request, Time Entry Request, Corporate Card Request and Name Plate Request.

CIGNA HEALTHCARE OF ILLINOIS, Des Plaines, Illinois

1-94 - 7-95

Administrative Secretary

- ◆ Support 13 representatives and 2 managers for Customer Service in Provider Relations Sales Department.
- ◆ Prepared and process proposals and contracts. Work with the legal department to update the "legal language" on new and existing contracts.
- ◆ Extensive telephone contact with doctors, customers and headquarters' Customer Service Department.
- ◆ Received requests from doctors to obtain applications to join our network and check on application status.
- ◆ Updated credentialing log for doctors' application status on Lotus 1-2-3. In addition, maintained and mailed appeal letters, retrieved and processed call tracking.

MOSLER, INC., Mt. Prospect, Illinois

10-88 - 1-94

Sales Secretary

- ◆ Support Sales Department including five salesman and two managers.
- ◆ Extensive typing, data entry and telephone customer contact.
- ◆ Responsible for typing all proposals, amendments, contracts, purchase orders, bills and checks, as well as, the distribution and stamping of mail, electronic mail and federal Express shipments.
- ◆ Prepared and typed monthly sales forecasts on Lotus 1-2-3, processed expense reports, and coordinate travel and meeting arrangements.
- ◆ Relief secretary for the Vice President of Sales in addition to switchboard relief.
- ◆ Assisted with special projects as needed.

BMS ADMINISTRATIVE SERVICES, Rosemont, Illinois

10-87 - 10-88

Administrative Assistant/Proposal Coordinator

- ◆ Extensive proposal preparation, pricing quotes and customer contracts.
- ◆ Customer support person for all new and existing accounts.
- ◆ Responsible for all typing and information gathering to process proposal.

BANKERS LIFE & CASUALTY COMPANY, Chicago, Illinois

9-79 - 6-87

Secretary

- ◆ Heavy typing that included processing checks, certificates invoices and contracts.
- ◆ Processed bills, premium statements and incoming orders.
- ◆ Developed masters for insurance booklets, as well as, assembling and mailing them to all customers in addition, maintained supply inventory.

EDUCATION

Resurrection High School, 1979, Chicago, IL
Triton College, 1995, River Grove, IL

CONTINUING PROFESSIONAL DEVELOPMENT

Business Grammar & Usage, October, 1997
Accounts Payable, July, 1997
Diversity Training & Mentoring Program, May, 1997
Technical training, March, 1997
Writing for Work & Communication with Others, January, 1997
Call Tracking & Data Entry, January, 1995
Microsoft Word, 6.0, 1995
Catapult Computer Training, December, 1993

SPECIAL SKILLS

Microsoft Windows XP, Microsoft Word 2000, 8.0, 7.0, 6.0, 5.0. Prolog Manager, Excel 5.0, PowerPoint 4.0
Microsoft Windows, 2000, 98, 97, 95, WordPerfect 5.1, 5.2 Windows
QuarkXpress 4.0, Prophet 21 (Order Entry Software), Microsoft Access, Knowledge of Graphics, Adobe
Multi-Mate, DOS and Lotus 1-2-3, Quantel CRT, IBM Computer/Printer, Lanier Word Processor, Electronic Typewriter
Dictaphone, 10-Key Calculator, Fax, E-Mail and Switchboard, Typing 60-75 wpm,
Fluent in English & Italian

PERSONAL & PROFESSIONAL REFERENCES UPON REQUEST