

**DENISE S. MCCOY**  
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## **PROFILE**

*Administrative/Clerical Professional* with additional background in *customer service and specialized reports*. Experience in diverse industries and organizations. Recognized as a highly productive, accurate and dependable performer, with ability to manage detail, organizational skills, and effective follow through.

## **PROFESSIONAL EXPERIENCE**

**Temple University Kornberg School of Dentistry, Philadelphia, PA** **2012-Present**  
**Administrative Specialist** *Office of Institutional Advancement*

- Composed and mailed acknowledgement letters to alumni from Dean and Director of Development
- Processed donations, dues and event registrations
- Processed vendor contracts and arranged payments
- Prepared general mailings to alumni
- Organized and assisted with alumni receptions and reunions
- Typed and distributed minutes and materials for Alumni Association and Board of Visitors meetings
- Generated reports from Institutional Advancement databases including Banner and Reeher

**The Bettinger Co., INC., Philadelphia, PA** **2010-2012**  
**Secretary** *Office of Institutional Advancement at Temple University Kornberg School of Dentistry*

- Composed and mailed acknowledgement letters to alumni from Dean and Director of Development
- Prepared general mailings to alumni
- Maintained schedules and calendars
- Arranged and confirmed appointments
- Handled incoming mail and special deliveries
- Managed office inventory and requisitions

**United States Census Bureau, Philadelphia, PA** **2010**  
**Office Operations Supervisor**

- Assisted in the supervision of the day-to-day activities of the Office Clerks performing one or more of the following operations: pre-canvas correction, postal corrections, sorting, questionnaire check-in, telephone follow-up, re-interview, questionnaire assistance, and coding.
- Monitored payroll, personnel, inventory, and recruiting
- Oversee routing clerical tasks required in the collection, control, review, and reporting of personnel and payroll data.
- Maintained the flow and quality of completed work by monitoring work status and making adjustments to expedite productions.
- Reported daily performance and progress of subordinates to supervisor.
- Conducted individual and group training sessions for clerical staff using verbatim training guides on the computer systems and other workflow processes.

**YMCA, Ambler, PA** **2005-2009**  
**Assistant Group Supervisor and Senior Camp Counselor**

- Assisted the Site Director in providing a quality curriculum that included adult directed as well as child directed activities. The curriculum took into consideration the needs of the children, state regulations, accreditation standards, and the goals and purposes of the YMCA.

- Responsible for the safety of children at all times.
- Planned and implemented weekly lessons
- Responsible for the site whenever the Site Director was absent
- Attended all staff meetings and in-service training as required by the YMCA and the Department of Human Services.
- Directed and assisted in the daily cleaning and maintenance of the site.
- Responsible for the maintenance and care of equipment, supplies, and child care facility.
- Established and maintained positive relationships with parents, children, staff, and school personnel.
- Responsible for meeting the mental, physical, social, and spiritual needs of the children.
- Upheld the YMCA principles that are central to the YMCA mission by modeling behaviors that exemplify the six pillars of character: caring, citizenship, fairness, respect, responsibility, and trustworthiness.

**University of Maryland Office of Undergraduate Admissions, College Park, MD**

**2006**

**Public Inquiry Representative**

- Responded to internal and external inquiries from students and/or parents via email, phone and/or hard copy letter.
- Maintained awareness of possible issues observed in inquiries and transferring these issues to the proper department personnel.
- Entered student information into a data system.
- Registered students for campus visits and tours.

**EDUCATION**

Temple University, Fox School of Business, Philadelphia, PA  
 Bachelor of Business Administration, Expected Graduation: May 2015  
 Major: Accounting  
 GPA: 3.33

**SKILLS**

- Type 50 wpm
- Microsoft Office: Word, Excel, PowerPoint, Outlook, and Access
- Data Entry
- Internet/E-mail
- Proficient in the following Temple University Health Science Campus and Institutional Advancement systems:
  - AxiUm, Banner, Reeher