

Mary Francen

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Work Experience

Family First Funding LLC *Telemarketer* 2015-2018

Scope: 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 *Office Manager* 2008- 2013
Toms River

Scope: Managed the invoice billing system and updated and computerized system with Microsoft Excel. Completed a total redesigned of 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 maintain the existing website and provide any content updates as requested by company owner

The Community News *Office Manager/Asst. Editor* 2001- 2004
Browns Mills

Scope: Performed front level of customer support for all phone or walk-in customer's request. Ordered and maintained office supplies through corporate channels and through 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 terminated freelance reporters/photographers and columnists. Assisted in determination of story ideas for the freelancers to cover, and provided approval of their ideas that they came up with. 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 appropriate 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 first web producer of their digital version of Community Newspaper. Attended awards dinners on behalf of the paper.

The New Egypt Press *Reporter/Photographer* 1998-2001
New Egypt

Scope: Responsible for a weekly column called Question of the Week, Which required coming up with a question, then go 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 in 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 CS6-Including Dream Weaver, Photo Shop, 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
- Supervisor
- Emailing and Social Networking
- Editing
- Copy Editing

Volunteer Work

Starfleet USS Challenger, *Vice President* 1991-2005
Toms River, NJ

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