

# Michele Evans-Brock

Chicago, IL 60615

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**SUMMARY:** Career Administrative Assistant with advanced computer proficiencies and outstanding customer service skills. Have 10+ years working in both private and governmental office environments. Successes includes, but, not limited to effectively bridging the gap of communications between the general public and the employer while also providing exceptional administrative support services to my direct reports.

## EDUCATION

Roosevelt University – January 2013  
Post-Baccalaureate Certificate in Paralegal Studies

Chicago State University – December 2011  
Bachelor of Arts Degree, Liberal Arts & Sciences

## TECHNOLOGY SKILLS

Microsoft Office Suite  
*Word, Excel, Access, Publisher, PowerPoint, and Outlook*  
Legal Research Software  
*LexisNexis and Westlaw*  
Social Media Platforms  
Type 65 WPM

## COMMUNITY SERVICE

Westside Justice Center  
Community Advocate June 2018 – Present

Greater Chicago Food Depository  
Volunteer May 2019 – Present

## ADMINISTRATIVE ASSISTANT EXPERIENCE

**East Lake Management & Development Corp., Chicago, IL**  
**Accounts Payable Utilities Coordinator** June 2019 – Present

- Processed assigned utility requests from Property Managers.
- Worked with utility companies to ensure proper processing of utility activations and shutoffs and verifying mailing/billing address, contact information and other account details.

**Michele Brock Enterprises, Chicago, IL**  
**Independent Consultant** July 2002 – Present

- Acted as liaison for executive management and provided ongoing administrative office and clerical support.
- Acted as a help desk subject matter expert by aiding staff with PC issues over the phone or in person.
- Assisted with the fiscal year end budget process.
- Composed confidential correspondence, letters, memorandums, and other communications on behalf of clients.
- Worked several call centers for fortune 500 companies where my customer satisfaction surveys were consistently the highest rated on average.
- Provided Internet-related products and services to small business owners including website development, social media management, marketing communication services, training small business owners on how to navigate and utilize social media to help build their business.
- Provided Social Media Management support, increasing clientele and sales.
- Analyzed problems by gathering and organizing all relevant information to decide on the best course of action.
- Coordinated volunteer team participation in financial support of various charities.
- Provided backup support to other departments which was well-regarded by the Executive Management team.
- Introduced a user-friendly computer filing system, which reduced file retrieval time.
- Maintained the highest level of confidentiality regarding company and employee information.

**CFA Staffing, Crown Point, IN**

***Eligibility Specialist***

March 2019 – May 2019

- Reviewing applications submitted, identifying missing required client data.
- Identifying required client data.
- Verifying data in support of the public assistance eligibility determination.
- Scheduling appointments.
- Initiating calls to clients in the data collection or scheduling process.
- Communicating with clients.
- Entering data into and navigating through multiple database applications.

**EOS USA, Chicago, IL**

***Customer Service Specialist***

July 2018 – December 2018

- Processed inbound and outbound calls, in a call center environment, from American Water customers and Help Agency Representatives.
- Explained account activities, payment options, process payments, setup installment plans or payment extensions, and escalate issues.
- Demonstrated exceptional customer service by going over and beyond to address and resolve customer issues.
- Provided move-in/move-out services and provided resources to customers with financial hardships.

**Capital Region Planning Commission, Baton Rouge, LA**

***Administrative Assistant***

November 2016 – August 2017

- Provided general office and clerical responsibilities.
- Kept records of invoices and support documents.
- Collaborated with other business partners in order to centralize the regional contact list directory for easy retrieval of information.
- Was the liaison between the Executive Director and senior staff and members of the Technical Advisory Committee (TAC) and the Transportation Policy Committee (TPC).

**Governor's Office of Homeland Security & Emergency Management (GOHSEP), Baton Rouge, LA**

***Administrative Assistant***

April 2016 – October 2016

- Managed MS Excel spreadsheets for Approvals, Rollbacks, Package Reviews, and Express Pay System (EPS) Tracking Logs.
- Created monthly and quarterly Approvals and Rollbacks reports by examining spreadsheet entries against Louisiana Public Assistance (LAPA) system entries and updating the spreadsheets to match LAPA for more accurate reporting.
- Prepared PowerPoint presentations and created Excel spreadsheet reports.
- Created PowerPoint Presentations as a training tool for GOHSEP staff.
- Timekeeper for two Team Leads and members of their staff.
- Delivered Approvals, Express Pay System (EPS), and Package Reviews to Finance for further processing and funds disbursement.

**J.A. Walker & Associates, P.C., Chicago, IL**

***Paralegal***

March 2013 – June 2013

- Managed day-to-day office management operations including, but, not limited to pulling files for all court hearings for the week, documenting every telephone conference and meeting between attorney and client, for billing purposes, and organizing client files.
- Drafted legal pleadings to various court systems.
- Utilized Lexis Advance® to find cases cited and statutes dealing with authority over an individual and breach of contract.
- Introduced a user-friendly computer filing system, which reduced file retrieval time.

**FEEDING AMERICA, Chicago, IL**

***Development Assistant***

December 2009 – June 2010

- Managed and performed administrative functions for the Chief Development Officer (CDO), including but not limited to scheduling meetings, maintaining Outlook calendar, planning travel arrangements, managing expense reports and proofreading correspondence.
- Provided administrative support for other executive management staff members in addition to supporting the Chief Development Officer in managing departmental communications, meetings, and events.