

Hannah Disch
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EDUCATION:

University of Wisconsin-Madison - Bachelor of Arts, December 2002, Major: English, GPA: 3.395/4.0

Semester Abroad - St. Mary's University College, London, England, Feb. 2000-May 2000, GPA: 3.5/4.0

Relevant Courses - Writing for the Marketplace

EXPERIENCE:

Customer Service Associate – Postnet, July 2007 – June 2008
Customer service, printing, copying, binding

Administrative Assistant – *Camnetics*, June 2005 – current
Bookkeeping, payroll, order processing, customer service

Captioning Assistant & Monitor – *Captel*, January 2005 – July 2007
Provide telephone captions for hard of hearing clients using voice recognition computer technology; monitor new trainees; provide feedback on trainees' performance; assess trainees' progress

Editorial Assistant - *Belleville Recorder*, July 2004 – November 2004
Typed, formatted and proofread newspaper copy; created ads; created classified page; did manual color separation; managed tear sheets; managed subscription billing, classified billing, and portions of ad billing; created a bookkeeping system for classifieds, subscriptions, and small ads; managed subscription database; prepared postal mailing forms; performed receptionist duties

Office Assistant - Skala & Associates, March 2003 – July 2004
Wrote and edited letters, procedural instructions, and informational newsletters; had involvement in company decision-making; contacted clients via phone, mail, email, and fax; performed receptionist duties; did data entry; filed; scanned documents; ordered supplies; sorted and sent mail; cut checks, made deposits, entered financial transactions, and reconciled accounts; did billing and sent statements; set up computerized filing system

Editorial Intern - James Frenkel – editor for Tom Doherty and Assoc., Jan. 2002 - April 2002
Wrote and edited copy; read and reported on manuscripts; did data entry; took dictation and typed emails and letters; answered phones and took messages; packaged shipments

SKILLS: Strong interpersonal and written communication skills; ability to work both as a team member and independently; ability to work quickly and accurately to meet deadlines; diplomacy; persuasiveness; responsibility; familiarity with cameras, multi-line phones, fax machines, computers, printers, scanners, and copiers; experience with both PCs and Macs, research, internet research, word processing programs, email programs, voice recognition technology, Adobe Photoshop and other photo imaging software, Adobe InDesign, Quark Express, Excel, Lotus, CLS, QuickBooks, Peachtree, ProSeries, Goldmine, and Outlook

INTERESTS: Reading, writing, photography, yoga, crochet, cooking, green/organic living, etc.

REFERENCES: Available upon request