

Christine S. Cottam

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Professional Accomplishments

Administrative Assistant

- Worked as staff assistant for an accounting firm. Assisting manager and owner with invoicing, accounts receivable; handling all collections of past due invoices, to include assisting collection attorney with information. Assembling tax documents; scanning tax information into client files; maintaining client files. Handling all supply inventory; facilitates management of office. Answering multi-line phones. Scheduling client appointments. Receiving and processing payments using QuickBooks. Assisting clients and staff as needed. Assisting owner with all business and personal correspondence.

Communications Operator—Trainee

- Trained on E911 systems.

Receptionist—Internship

- Worked as a front office receptionist for an accounting firm. Answering multi-line phones. Scheduling client appointments using Outlook. Receiving and processing payments using QuickBooks. Assisting clients and staff as needed.

Volunteer Teacher's Aide

- Worked in a private school as a Teacher's Aide to Kindergarten and Pre-Kindergarten. Assisting in the implementation of the daily program under the direction of the teacher.
- Assisting in planning and preparing the learning environment, setting up interest centers and preparing needed materials and supplies.
- Supervising the classroom when the teacher is out of the room.

Paramedic

- Provide patient care
- Assess each call situation to determine best course of action and appropriate protocol.
- Utilize medical equipment and procedures
- Communicate with receiving facility to receive medical direction and to provide critical information.
- Maintained inventory control for medication and equipment.

Computer Operations

- Console operations to include but not limited to system initialization procedures
- Respond to help desk inquiries and provide technical assistance
- Documentation services
- Account management
- Assist users with understanding software and hardware capabilities
- System backups (daily, weekly, monthly)
- Continuous performance monitoring to ensure operational capability
- Assist in maintaining standard operating procedures

Cryptographic Technician – Operations

- Ensured that the cryptographic equipment was in good working order and that daily CRYTO code changes were made in a timely manner.
- Ensured that all message traffic reached appropriate designated departments as well as proper delivery of messages
- Handled Teletype and computer communication

Employment History

2014-present

Administrative Assistant

T. Dennis Connally Consultant, PC CPA

Douglasville, Georgia

2014-2014

Communications Operator Trainee

Douglas County 911

Douglasville, Georgia

1989– 2003

Paramedic

DeKalb County Public Safety

Decatur, Georgia

1988–1989

Computer Operator

Smith-Kline Labs

Tucker, Georgia

1987-1988

Computer Operator

City of Norfolk

Norfolk, Virginia

1982-1987

Computer Operator

Norfolk General Hospital

Norfolk, Virginia

1978–1982

Cryptographic Technician

U.S. Navy, CINCLANTFLT

Norfolk, Virginia

Education

West Georgia Technical College Business Administrative Technology 2011-2014
Waco, Georgia

DeKalb County Public Safety Paramedic-Emergency Medicine 1992
Decatur, Georgia

Naval Training Center Cryptographic Operations 1978
Pensacola, Florida

Wichita Heights High School General Studies 1976
Wichita, Kansas

Diploma—Business Administrative Technology

Certificates—Administrative Support Assistant; Microsoft Office Application Professional (Word, Excel, Powerpoint, Publisher, Access)