

ELAINE F. MCGUIRE

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Career Snapshot

- Six years of commended performance in key customer service and support roles.
- Expert in customer communications, problem solving, relationship building.
- 20+ years in judicial/legal and corporate arenas

Computer Skills

Word, Excel, PowerPoint,
Outlook, Razor Sharp

Mission Statement

Obtain a position with responsibility and challenges that will allow me to utilize my skills and competencies to serve the need of the organization. Strive to exceed customer/ employer expectations by delivering second-to-none service.

Customer Service & Support Specialist

Offering an award-winning track record of customer care excellence within high-volume environments that include...

Judicial Case Manager • Executive/Judicial Secretary • Customer Service and Administrative Support

Key Skills

- Efficient management of time and resources
- Troubleshooting/ Problem Solving
- Fiduciary responsibility
- Interact easily with a wide variety of internal and external customers
- Multi-tasker with attention to detail and flexibility in job positions
- Complaint Handling
- Reports & Documentation

Professional Experience

12/05 – Present – Catholic Charities, Diocese of Wilmington, DE
Provided administrative support for several middle and senior management positions. Trouble shoots resolution of phone equipment problems with various providers. Coordinated court filings for Adoptions. Facilitated the elimination/combination of staff support positions, thereby saving Agency money. Learned and applied Delaware Homeless Prevention Councils MIS data input applications for emergency assistance with Crisis Program. Provided Intake support for Counseling Services. Prepared Agency documentation for Council on Accreditations.

06/04 – 12/05 – Gilpin Hall, Wilmington, DE
Scheduler for 105 nursing home residents, making all physicians, hospital and surgery appointments, as well as making all transportation arrangements, including specialized transports. Provided administrative assistance to Director of Nursing and medical records coordinator; assisted with records update and production during agency state certification process.

09/90 – 03/03 – State of Delaware, Judicial Branch, Wilmington, DE
Judicial Case Manager, Executive/Judicial Secretary. Responsibilities including caseload management work. Anticipated case flow delays and initiated action to expedite cases. Performed quasi-paralegal and support function for chief (administrative) judge, resident judges, 20 rotating judges and commissioners. Significant interaction with judicial officers, attorneys, press and public in resolving problems and disseminating information. Maintained multiple calendars and entered case data into case management system. E-filing expertise.

01/87 – 09/90 – Potter, Anderson & Corroon, Wilmington, DE. I served as legal secretary working with environmental litigation attorneys. I assisted in development of contract coordinator position and creation of law library. I organized corporate meeting for 80+ attorneys (and spouses) who worked in various subsidiaries and states.

01/71 – 10/79 – Columbia Gas System, Wilmington, DE. I was a legal secretary working with environmental litigation attorneys. I assisted in development of contract coordinator position and creation of law library. I organized corporate meeting for 80+ attorneys (and spouses) who worked in various subsidiaries and states.

Performance Excerpts

"...Ms. Fowler is a woman of high intelligence, mature judgment and diligence. She is in all respects a highly desirable employee. Beyond these important considerations Elaine has a delightful personality; her sense of humor and good cheer helps lighten the load for everyone with whom she works." (Letter of recommendation, former Chancellor, Court of Chancery.)

"...Elaine did an exemplary job for me and the court on which I serve. She brought to her position the highest degree of skill and professionalism." (Reference letter from the Honorable Jack B. Jacobs, Supreme Court of the State of Delaware.)

"..I have found Elaine to be a consummate professional. The attention, pressure and constant demand of the court fell directly on Ms. Fowler. She maintained her composure and sense of humor and served as gatekeeper for hundreds of requests and not a few demands." (Reference letter from Rita Farrell, Delaware Correspondent, Reuters America.)

"...Elaine developed the systems required to meet the demands of our residents and physicians. Elaine is very efficient and pleasant in difficult situations. She has been reliable, dependable and professional in all her interactions." (Reference letter from Sally Jennings, RN, Director of Nursing.)

"...In summary, I highly recommend Elaine to any organization that is looking for a dedicated professional with a broad skill set." (Reference letter from Fritz Jones, Northern Regional Director, Catholic Charities.)

Education

Completed business classes taken at various universities. I am a Licensed Notary Public. Yearly training from the Crisis Prevention Institute. Completed course on CADC (Certified Alcohol and Drug Counselor).

References are available upon request.