

Karen Dunkleman

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- Objective** Research assistant in academic environment (or public healthcare environment).
- Education** University of North Carolina at Wilmington; **B.A. in Sociology**; May 2000.
Virginia Highlands Community College; **Assoc. of Arts & Sciences in Education**; May 1995
Wilkes Community College; **Assoc. in Applied Science, Social Service Associate**; May 1979
- Work Experience**
- Research Assistant*, 2000
Project ROAR (Raising Older Adults Rights), Wilmington, North Carolina
- Conducted post Hurricane Floyd interviews with elderly adults.
- Administrative Assistant*, 1998-1999
Financial Management Resources, Inc. & Shields Commercial Mortgage Company, Wilmington, North Carolina
- Assistant to President, Marketing Director and two Mortgage Brokers.
 - Assisted Marketing Director with monthly newsletter; preparation and mail out of company brochures, presentation packets and Capital Financing Plans.
 - Processed accounts receivables/payables, and completed payroll and payroll taxes using accounting software; inventoried and purchased office supplies.
 - Maintained flow of all office paperwork to include typing and processing outgoing correspondence using word processing software and transcription equipment.
 - Coordinated intra and inter office communication. Managed data base of twenty projects and 2,500 clients.
- Social Worker Assistant*, 1998 - Present
Agape of North Carolina, Wilmington, North Carolina
- Processed referrals and provide assistance for crisis pregnancy, adoption, foster care and counseling for cases in New Hanover County.
 - Assisted children in the adoption process; worked with hospital personnel and social worker in the discharge and transport of newborns to foster care.
- Secretary*, 1987 - 1997
State Street Church of Christ, Bristol, Virginia
- Facilitated administrative responsibilities for two ministers, three Elders, five Deacons, and Bible class teachers.
 - Co-coordinated numerous special events: Annual Ladies' Day, Faulkner/Brecheen Marriage Enrichment Seminar (Paramount Center, Bristol, TN); Marriage Encounter Weekend (Days Inn, Kingsport, TN).
 - Performed ongoing clerical and communication tasks necessary to the operation of the church office.
 - Compiled, edited and facilitated printing and mailing of weekly bulletin.
 - Created promotional fliers, brochures and programs for special activities.
 - Responsible for the ordering of office supplies and facilitated repairs of office equipment.
 - Managed petty cash.
- Secretary/Receptionist/EMT*, 1980-1986
Ashley Ambulance Service, Inc., Jefferson, North Carolina
- Coordinated patient billing, vendor accounts payables/receivables, responsible for the

- receiving and deposit of monetary county subsidy.
- Fulfilled bi-monthly payroll of 15 employees.
- Performed EMT services to the community.
- Facilitated office duties specific to the operation of an ambulance service (correspondences, record logs, etc.).
- Processed in-house customer requests and dispatched calls.
- Filed patient insurance claims and correspondence.
- Collected data on ambulance utilization for in-house records and for State recording.

Secretary/Receptionist, 1979

Employment Security Office, Jefferson, North Carolina

- Facilitated all administrative responsibilities for the Supervisor and two Interview Assistants.
- Provided typing and clerical services.
- Managed phones and requests and made proper referrals and appointments.
- Accepted employment applications and directed applicants to designated interviewers.

Sociological Skills

- Survey design, implementation and evaluation
- Cultural sensitivity and diversity awareness
- Team building, leadership and communication skills (oral and written)
- Data collection, interpretation and analysis
- Organizational and multi-tasking

Computer Skills

- Microsoft Word
- ACT (data base)
- PowerPoint
- QuickBooks (accounting)
- SPSS (data analysis)

Medical Skills

- Completed Emergency Medical Technician training/certification ♦ 1983
- American Heart Association – CPR/First Aide Instructor ♦ 1984

Professional Presentations

- Featured Presenter – Ladies’ Day, State Street Church of Christ; 1991; 1995
- Featured Presenter – Ladies’ Day, W. Jefferson, NC. (Church of Christ) 1991

Awards

- Chancellor’s Achievement Award ♦ Fall 1999
- Competent Toastmaster Toastmasters International ♦ 1991-1992
- Received “Most Improved” Award from local Toastmasters club ♦ 1991
- Recognized as “Outstanding Young Woman of America” ♦ 1985

Associations

- Alpha Kappa Delta, University of North Carolina at Wilmington
- North Carolina Sociological Association
- Phi Theta Kappa, Virginia Highlands Community College