

EMMY CASA
609-265-0786
efcasal1@gmail.com

OBJECTIVE: To obtain an Administrative/Office Assistant or Legal Secretary position, using my extensive administrative, communication, customer service, organization and clerical skills.

AREAS OF EXPERTISE:

- Demonstrated ability to communicate effectively and work with a diverse population.
- Contacts with federal, state, community and international agencies.
- Organized, detail-oriented, and able to multi-task.
- Self-starter and independent, but also a team player.
- Ability to exercise confidentiality and diplomacy in all sensitive matters.
- Strong commitment to customer service.
- Ability to maintain a positive attitude in a demanding work environment.
- Demonstrated leadership and training skills.
- Ability to compose complex and routine letters and documents, and skilled proofreader.
- Strong computer skills and quick learner.
- Excellent interpersonal skills.

EXPERIENCE:

Congressman John Adler, Marlton, NJ

Sr. Constituent Services Coordinator 2009 - 2011

- Trained, supervised and advised staff on all matters related to Congressional casework.
- Resolved constituent problems, following through to their conclusions.
- Liaised with federal, state and local governmental agencies, as well as private entities.
- Composed letters, reports and documents, and proofed press reports and newsletters.
- Attended various federal educational seminars throughout the year.
- Obtained over \$1 million in benefits for our constituents.

Congressman Jim Saxton, Mount Holly, NJ

Sr. Constituent Services Liaison

1989 - 2009

- Met with and spoke to constituents of the 3rd District and handled their casework.
- Determined their needs, recorded their opinions, referred them to the appropriate agency if not federal.
- Processed requests for White House greetings, autographed photos, flags, and tours.
- Proofed all press releases, newsletters and editorials. Assisted the Congressman with special projects.

Hertzog, Calamari & Gleason, New York, NY

Assistant to Office Manager and Legal Secretary

- Compiled, typed and proofread lengthy partnership and real estate documents, memoranda and letters.
- Input accounts receivable and payable, and reconciled monthly disbursement and billing summaries.

Pan American World Airways, New York, NY

Asst. to Deputy General Counsel and Corp. Secretary

- Hired clerical staff, organized Legal Department, processed invoices and reconciled the legal budget.
- Assisted the Secretary with all corporate functions and Board of Director meetings.
- Prepared financial papers, scheduled travel for attorneys and coordinated confidential project.

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EDUCATION:

Queensborough Community College, Bayside, NY, AAS. Graduated top business student with 4.00 index.
Continuing educational classes on computer programs, and seminars related to federal, state and local agencies.

COMMUNITY ACTIVITIES:

Member, Burlington County Professional Service Group
Board of Trustees, Friends of the Burlington County Library, Inc.
Former Legislative Liaison Educational Facilitator