

# Keith A. Conrad

Home: 215.276.9966 • Cell: 215.605.0462  
Email: conradk76@aol.com

## OBJECTIVE:

**Administrative position** which allows me to demonstrate my full compliment of organizational, communications, and customer service experience in dealing with professionals and non-professionals.

## PROFILE:

**Ability to quickly learn** departmental procedures and prove myself an asset to my department.

**Flexible and versatile** – able to main a sense of humor under pressure and thrive in deadline driven environments.

## SKILLS SUMMARY:

- |                          |                               |                         |
|--------------------------|-------------------------------|-------------------------|
| • Report preparation     | • Research and analysis       | • Regulatory compliance |
| • Written correspondence | • Communication dissemination | • Cash handling         |
| • Office operations      | • Customer service            | • Personnel supervision |

## PROFESSIONAL EXPERIENCE:

### COMMUNICATION: REPORTS/CORRESPONDENCE

- Acted as liaison between supervisors and directors of other departments and agencies.
- Composed correspondence, writing reports and maintained files and records.
- Performed research as requested by supervisor and presented my reports and recommendations.
- Logged and tracked agency vehicle usage/mileage and provided monthly reports.

### CUSTOMER SERVICE/PROBLEM SOLVING/SUPERVISORY

- Recognized by management for dependability, initiative and exemplary customer service.
- Independently contacted outside vendors to obtain products and/or services needed by the agency.
- Worked out personnel logistics during floor renovations and relocations.
- Constant interaction with administrative services manager/purchasing specialist to coordinate product acquisition through approved City vendors.
- Supervised Office Services staff.

## EMPLOYMENT HISTORY:

### THE CITY OF PHILADELPHIA

#### OFFICE OF HOUSING & COMMUNITY DEVELOPMENT – Philadelphia, PA

- Administrative Assistant I
- Administrative Services Supervisor

#### REDEVELOPMENT AUTHORITY OF THE CITY OF PHILADELPHIA – Philadelphia, PA

- Administrative Assistant II
- Loan Servicing Administrator

### CORESTATES BANK (now Wells Fargo Bank) - Philadelphia, PA

- Administrator – CoreStates Trust and Investment Group

#### Accomplishments and Awards:

- Revision of business forms for better efficiency – Bronze Award
- Submission of business proposals, particularly time and money savings ideas – Bronze Award
- CoreStates Silver Trust Award/cash for Outstanding Performance received
- Directed coding project to facilitate greater retrieval of mortgage files; increased productivity by 1,000%.

## EDUCATION:

**Bachelor of Arts (Political Science):** LaSalle University, Philadelphia, PA

**Specialized Training / Certification:** Penn State University, Abington, PA – Paralegal Certificate

## SOFTWARE EXPERIENCE:

Microsoft Office 2003: MSWord, Excel, PowerPoint; Specific City of Philadelphia Programs

References will be supplied upon request.

## KEITH A. CONRAD

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### CAREER OBJECTIVE:

**Administrative position** which allows me to demonstrate my full compliment of organizational, communications, and customer service experience in dealing with professionals and non-professionals.

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### PROFESSIONAL EXPERIENCE:

1997 – 2011

#### **THE CITY OF PHILADELPHIA**

##### **OFFICE OF HOUSING & COMMUNITY DEVELOPMENT**

2008-July 2011 **ADMINISTRATIVE ASSISTANT TO THE DIRECTOR OF FINANCE AND ADMINISTRATION**

Acted as liaison between Director and other departmental managers, subordinate office staff and extra-agency contacts. Work included composing a wide variety of correspondence and reports; performing research; and developing and recommending work standards, efficiencies and procedures. Assisted Director in fulfillment of his tasks; occasionally supervised clerical or administrative staff as required to perform administrative processes; conducted research on a variety of topics; prepared synopses of information; recommended course of action. Attended meetings representing Director and prepared detailed reports of findings and make recommendations. Responsibilities also included administration of petty cash and settlement grant accounts.

2007-2008 **ADMINISTRATIVE SERVICES SUPERVISOR**

Supervisor in the Office Services Department of the three reorganized housing agencies, encompassing the Office of Housing & Community Development, Philadelphia Housing Development Corporation, and Redevelopment Authority of the City of Philadelphia. Staff was comprised of two Office Services clerks and one receptionist. Assist the Director of Finance and Administration with the day-to-day administrative operations of the housing agencies. Responsibilities include, but are not limited to, supervising the physical inventory of the three housing agencies and preparing reports; ensuring that all administrative needs of the housing agency staff are met; providing automobiles when needed; ensuring mail and deliveries are handled in a timely manner; communicating with staff and building personnel concerning facilities issues; assisting with planning in connection with staffing relocations. Frequently assigned special projects which required research.

##### **REDEVELOPMENT AUTHORITY OF THE CITY OF PHILADELPHIA**

2004-2006 **ADMINISTRATIVE ASSISTANT**

Acted as a major assistant to the Executive Director, Assistant Executive Director and Deputy Executive Directors in maintaining general Authority and Division programs and procedures. Obtained facts, conducted research, made analyses, evaluations and recommendations and otherwise served as liaison between the aforesaid directors and other officials and constituents. Prepared and answered correspondence on the directors' behalf. In addition, continued to handle all servicing responsibilities in connection with the Authority's mortgage servicing system.

1997-2004 **MORTGAGE SERVICING ADMINISTRATOR**

Responsible for servicing all mortgages and related loans under the control of the Authority. Responsible for maintaining the Authority's mortgage servicing system. Responsible for coordinating all mortgage servicing activities with various Authority Divisions and other agencies, as necessary.

1978-1996

##### **CORESTATES BANK (now WELLS FARGO BANK), Philadelphia, PA**

##### **ADMINISTRATOR / SECURITY PROCESSOR – CORESTATES TRUST AND INVESTMENT GROUP**

Handled mortgage-related activities with respect to single-family mortgages and home improvement loans. Duties included preparing mortgage satisfactions and releasing of documentation; reviewing documents (to ensure compliance with the Indentures of Trust), record-keeping and otherwise maintaining loan documentation; preparation of exception reports, as well as coordination and supervising of special projects.

### SOFTWARE EXPERIENCE:

Microsoft Office: MSWord, Excel, PowerPoint; Specific City of Philadelphia Programs

### EDUCATION:

Bachelor of Arts (Political Science)  
Paralegal Certificate

**LASALLE UNIVERSITY**, Philadelphia, PA  
**PENN STATE UNIVERSITY**, Abington, PA

References will be supplied upon request.