

Loretta Tague

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OBJECTIVE Seeking a challenging and varied administrative and/or technical support position in a dynamic office environment where I can maximize my diverse experience and expertise.

EXPERIENCE HIGHLIGHTS Versatile problem solver with more than fifteen years experience in administrative and technical functions, including five years running a consulting business and three years operating a retail shop. Proven ability to communicate effectively in a variety of settings — with customers, clients, management, technical and administrative staff. An effective and highly self-motivated, organized and detail-oriented team player who can also work independently while meeting required schedules and budgets.

January 2010 – Present **Radian Group Inc.**, Philadelphia PA (*Temporary*)
Executive Assistant to Senior VP & General Counsel, VP/Associate General Counsel, and VP of Corporate Compliance; Administrative Assistant to VP of Finance
Coordinate schedules, plan meetings, arrange travel, process payments, format complex tables for quarterly financial reports, maintain electronic and physical filing systems, compile employee stock trade database, liaise with outside counsel, assemble electronic insurance industry filings for submission to states

November 2008 – January 2010 **Perception Research Services International**, Fort Lee NJ
Web Survey Programmer
Programmed surveys and managed web-based data collection for central-point product packaging research conducted worldwide

March 2002 – Present **Tague Associates**, Philadelphia PA
Consultant

- Performed all aspects of running a small consulting business offering web and computer-assisted telephone interview (CATI) surveys, real-time online reporting, bulk e-mailing services and website design/maintenance
- Programmed web and CATI surveys
- Designed, implemented and maintained a variety of websites
- Evaluated feasibility and costs of proposed work
- Managed data and databases; performed data manipulation, data integration, file conversions, and basic analyses
- Designed and implemented online interfaces for client access to real-time survey results, including analytical and graphical reports
- Served clients in various fields, including health care, pharmaceuticals, publishing, insurance, technology, manufacturing and consumer goods

May 2001 – March 2002 **Cozint, Inc.**, Ewing NJ
Web Survey Programmer / Help Desk Specialist

- Programmed web surveys primarily focused on the healthcare and pharmaceuticals sectors
- Managed a help desk supporting 15+ programmers, analysts and project managers, assuring timely and accurate assistance
- Developed and implemented company-wide standards to ensure a consistent, high-quality product while responding to each client's unique needs

- March 1991 – May 2001** **RONIN Corporation, Princeton NJ and London UK**
Web Project Manager
- Programmed and managed a wide range of web and CATI survey projects
 - Mentored junior staffers to ensure effective communication within project teams and facilitate fast, successful project implementations
- Technical Support & Training Specialist*
- Developed and presented professional training sessions
 - Trained and supported both customers and internal staff
 - Created and maintained training materials and technical documentation
 - Acted as liaison between customers and software development staff
- Market Research Project Manager*
- Programmed and managed both web-based and CATI survey projects
 - Managed many large-scale, international projects, including coordination of foreign language translations and survey implementations
 - Provided on-site technical and administrative support to an international call center with 100+ stations
- Administrative Assistant*
- Planned meetings, conferences, and focus groups; managing all related facilities requirements as well as travel coordination
 - Designed and developed qualification screeners
- 1987 – 1990** **The Last Wound-up, Princeton NJ**
Owner Operator
Performed all required administrative and accounting tasks associated with running a small retail business
- 1983 – 1987** **Falk Fibers & Fabrics, Inc., New York NY**
Assistant Office Manager
Assisted in running all aspects of a medium-sized office; from accounts payable and assisting employees with health insurance claims, to maintaining office supplies
- 1979 – 1983** **Marsh & McLennan, Inc., New York NY**
Registrar, Professional Development Department
- Planned in-house training seminars
 - Managed production and shipments of all training materials
 - Coordinated all related facilities requirements
 - Maintained registration records for all employees for continuing education requirement purposes
 - Provided on-site on-the-ground set-up of meeting facility classrooms as required

SOFTWARE EXPERTISE Microsoft Office (Word, Excel, Outlook, Powerpoint); HTML; CSS; Paint Shop Pro; Results for Research®; Askia software for surveys; Clipper; dBASE; FoxPro

EDUCATION Undergraduate studies (4.0 GPA)

- Rider University, College of Continuing Studies
Lawrenceville NJ (1995-1996)
- Fordham University, The College at Lincoln Center
New York NY (1980-1983)

VOLUNTEER ACTIVITIES & INTERESTS South of South Neighborhood Association (SOSNA)
www.southofsouth.org

- *Board Member 2007-2010*
- *Board Secretary 2008-2009*
- *Committee Involvement:*
 - Clean & Green
 - Community Outreach
 - Economic Development
 - Safety
 - Zoning

Friends of Julian Abele Park
www.JulianAbelePark.org

- *Volunteer of the Year Nominee 2009 & 2010*
- *Board Secretary 2008-present*
- *Webmaster*

Bloktoberfest
www.bloktoberfestphilly.com
Founding Member

South of South Town Watch
www.sosotownwatch.com
Volunteer

Philadelphia More Beautiful Committee (PMBC)
www.philadelphiastreet.com
Block Captain