

Loretta Tague

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- OBJECTIVE** Seeking a challenging and varied administrative and/or technical support position in a dynamic Center City Philadelphia office environment where I can maximize my diverse experience and expertise.
- EXPERIENCE HIGHLIGHTS** Versatile problem solver with more than fifteen years in administrative and technical functions, including five years running my own consulting business and three years operating my own retail shop. Proven ability to communicate effectively in a variety of settings, with customers, clients, management, researchers, technical and administrative staff. An effective team player who can also work independently while meeting required schedules and budgets. An experienced teacher and trainer to both staff and clients. Highly self-motivated, organized and detail-oriented.
- 1/10 – 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
- 11/08 – 1/10** **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
- 10/02 – 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
- 2001 – 9/02** **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

1991 – 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

- *Director*
- *Committee Memberships:*
 - Safety
 - Clean & Green
 - Outreach / Community Initiatives

Friends of Julian Abele Park
www.JulianAbelePark.org

- *Board Secretary*
- *Webmaster*
- *Volunteer of the Year 2009 Nominee*

Bloktoberfest (formerly SWCC Rock 'n Run)
www.bloktoberfestphilly.com
Founding Member

South of South Town Watch
www.sosotownwatch.com
Neighborhood Volunteer

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