

Loretta Tague

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OBJECTIVE

Seeking a challenging and varied administrative support position in a dynamic Center City Philadelphia office environment where I can maximize my diverse experience and expertise.

PROFILE

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.

PROFESSIONAL ACCOMPLISHMENTS

- Performed all required administrative and accounting tasks associated with running my own businesses, including a company offering web survey and computer-assisted telephone interview (CATI) programming, web hosting, real-time online reporting, and bulk e-mailing services, as well as the operation of a small boutique retail shop
- Designed, implemented and maintained a variety of websites
- Developed and presented professional training sessions
- Planned meetings, conferences, and focus groups; managing all related facilities requirements as well as coordinating travel
- Trained and supported customers and internal staff in technical functions
- Developed and implemented company-wide standards to ensure a consistent, high-quality product while responding to each client's unique needs
- Designed and developed qualification screeners and surveys; developed and maintained technical training materials and related documentation; programmed, designed and managed web-based and CATI surveys
- Mentored junior staffers to ensure effective communication within project teams and facilitate fast, successful implementation of projects
- Evaluated feasibility and costs of proposed work
- Acted as liaison between customers and software development staff
- Managed a help desk supporting 15+ programmers, analysts and project managers, assuring timely and accurate assistance
- 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 statistics. Produced analytical and graphical reports
- Managed many large-scale, international projects, including coordination of foreign language translations
- Served clients in various fields, including health care, pharmaceuticals, publishing, insurance, technology, manufacturing and consumer goods

**SOFTWARE
EXPERTISE**

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

**EMPLOYMENT
HISTORY**

Tague Associates (LLTague.com), Philadelphia, PA (2002-Present)
Consultant
Perception Research Services International, Fort Lee, NJ (2008-2010)
Web Survey Programmer/Manager
Cozint, Inc., Ewing, NJ (2001-2002)
Web Survey Programmer / Help Desk Specialist
RONIN Corporation, Princeton, NJ & London, UK (1991-2001)
Web Project Manager, Technical Support & Training Specialist, Market
Research Project Manager, Administrative Assistant
The Last Wound-up, Princeton, NJ (1987-1990)
Owner Operator
Falk Fibers & Fabrics, Inc., New York, NY (1983-1987)
Assistant Office Manager
Marsh & McLennan, Inc., New York, NY (1979-1983)
Registrar, Professional Development Department

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
Member, Board of Directors
Committees: Safety, Quality of Life, Outreach, Community Initiatives
Friends of Julian Abele Park
www.julianabelepark.org
Board Secretary, Webmaster
SWCC Rock 'n Run / Bloktoberfest
www.rocknrun.org / www.bloktoberfestphilly.com
Founding Member
South of South Town Watch
www.sosotownwatch.com
Volunteer
Philadelphia More Beautiful Committee
www.phila.gov/streets/PMBC.html
Block Captain