

Patricia Lowell

Clerk-Typist

Clerk-typist with 2 years in public agency offices, typing 75 WPM with 98% accuracy. Produces correspondence, case summaries and forms in Word from dictation and handwritten notes, keeps case records in Excel, and handles phones and walk-in customers. Known for clean, error-free documents and steady output on deadline.

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EXPERIENCE

Clerk-Typist 02/2025 - Present

Susquehanna Valley Area Agency on Aging Harrisburg, PA

Public agency serving 12,000 older adults in central Pennsylvania.

- Draft 40+ letters, case summaries and service forms a day in Word from caseworker dictation and handwritten notes.
- Proofread outgoing notices against program rules and templates, cutting returned mail and corrections by 30% in one year.
- Maintain an Excel tracker of 600 client service authorizations and send renewal reminders to caseworkers through Outlook.
- Produce typed minutes for 8 advisory council meetings a year from audio transcription, delivered within 3 business days.

Typist (Temporary Assignment) 05/2024 - 01/2025

Keystone Staffing Partners Harrisburg, PA

Placed with a state licensing office during a permit backlog project.

- Typed 2,000 permit applications into the state database at 75 WPM, finishing the backlog 3 weeks early.
- Formatted 300 meeting minutes, reports and public notices in Word to the agency style guide.
- Filed and indexed 5,000 paper records by license number for transfer to the central records unit.
- Checked each data entry batch against the source forms, keeping the error rate below 1% for the project.

SKILLS

Typing (75 WPM)

Transcription

Word

Excel

Outlook

Proofreading

Data Entry

Filing

Customer Service

Accuracy

EDUCATION

Certificate

05/2024

Harrisburg Area
Community College

Harrisburg, PA

Administrative Office
Technology

CERTIFICATES

Microsoft Office Specialist: Word Associate

04/2024

Microsoft