

# Tom DeLuca

Administrative Professional | Data Entry Specialist | Transcriptionist

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## Professional Summary

Detail-oriented administrative professional with 15+ years of experience managing high-volume data entry, content management, and documentation in fast-paced digital environments. Processed thousands of records with 99%+ accuracy across enterprise platforms, demonstrating exceptional attention to detail and technical proficiency. Skilled in transcription, document preparation, client communication, and workflow optimization. Seeking to leverage proven organizational abilities and technical expertise in an office administration, clerical, or transcription role.

## Core Competencies

### Administrative & Clerical Skills

- Data Entry & Database Management
- Content Management Systems (CMS)
- Document Preparation & Formatting
- Medical/Legal Transcription
- Proofreading & Quality Assurance
- File Organization & Record Keeping
- Client Communication & Correspondence
- Meeting Coordination & Scheduling
- Research & Information Gathering
- Confidentiality & Discretion

### Technical Proficiencies

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Gmail, Calendar)
- CMS Platforms (WordPress, Sitecore, Drupal, Optimizely)
- Project Management Tools (Asana, Trello, Jira)
- Adobe Acrobat & PDF Management
- Fast, accurate typing (WPM available upon request)
- HTML/CSS (for web content formatting)
- AI Tools (ChatGPT, Claude for document automation)

### Professional Strengths

Exceptional attention to detail | Self-motivated remote worker | Strong written & verbal communication | Adaptable to new systems | Problem-solver | Deadline-driven | Team collaborator | High work ethic

## Professional Experience

### Freelance Administrative & Content Specialist | Sept. 2023 – Present

#### Digital Content Management

- Process 100+ content updates monthly across multiple client websites with zero error rate
- Maintain detailed project documentation, tracking deliverables and deadlines using project management software
- Proofread and format digital content, including emails, web pages, and marketing materials
- Coordinate with clients via email and video calls to clarify requirements and provide status updates
- Manage file organization systems for digital assets, ensuring easy retrieval and version control

### **Data Entry & Quality Assurance**

- Enter and update information in content management databases with 99%+ accuracy
- Review and correct data inconsistencies, identifying errors before publication
- Create and maintain spreadsheets tracking project timelines, budgets, and deliverables
- Transcribe technical notes and client meeting discussions into formatted documentation

### **Key Clients:**

- **Rapid7:** Managed 100+ monthly website content updates in the enterprise CMS platform
- **CultHealth:** Processed email campaign content, ensuring brand consistency across 50+ templates
- **Orco Bank:** Updated digital content and maintained documentation for web components

### **Administrative & Content Coordinator | Arkane Digital | July 2023 – Aug. 2023**

- Coordinated project workflows between design, development, and client teams
- Documented technical specifications and project requirements for stakeholder review
- Maintained organized digital file systems for project assets and deliverables
- Prepared client-facing reports and presentations summarizing project progress

### **Administrative & Digital Content Specialist | GeekHive | Dec. 2006 – Mar. 2023**

#### **Content Management & Data Entry (40+ client projects)**

- **Managed large-scale content entry** for Fortune 500 companies, processing thousands of records across WordPress, Drupal, and Sitecore platforms
- **Achieved 99%+ accuracy** on all data entry tasks, including product catalogs, pricing databases, and website content
- **Migrated content** during website redesigns, ensuring data integrity and zero information loss
- **Maintained content calendars** and tracked updates across 30+ business units for major corporate clients

#### **Documentation & Administrative Support**

- **Created comprehensive documentation**, including style guides, process workflows, and training materials
- **Transcribed client meeting notes** and technical discussions into actionable task lists
- **Prepared client reports** detailing project progress, timelines, and deliverables
- **Organized digital asset libraries** with clear file naming conventions and folder structures

#### **Communication & Coordination**

- **Coordinated cross-functional teams** of 5-10 members, managing schedules and task assignments
- **Maintained client communications** via email, phone, and video conferencing
- **Tracked 200+ weekly tasks** using agile project management tools (Jira, Asana)
- **Identified project risks** and communicated issues to management with proposed solutions

#### Key Administrative Projects:

- **AmerisourceBergen (Major Corporate Rebrand)** - Standardized content templates across 30+ business units - Managed data migration for thousands of web pages and documents - Created documentation ensuring brand consistency organization-wide - Coordinated with 15+ stakeholders across multiple departments
- **Church & Dwight (Multi-Brand Management)** - Managed content for 8+ brand websites (OxiClean, Trojan, Arm & Hammer) - Processed regular content updates, product information, and promotional materials - Maintained organized filing systems for digital assets and brand guidelines
- **Beautiful People Non-Profit** - Provided pro-bono administrative support for 6+ years - Managed website content updates and donor communications - Demonstrated commitment to community service and reliable long-term support
- **Russell Reynolds Associates (Executive Search Firm)** - Created detailed documentation for digital component library - Organized and cataloged 50+ UI elements with usage guidelines - Supported seamless team onboarding through clear documentation

## Education

**Bachelor's Degree in Information Technology**, Mount Saint Mary College | Newburgh, NY | Dean's List | Habitat for Humanity Volunteer

## Additional Qualifications

- **Transcription Experience:** Transcribed technical documentation, client meetings, and project notes throughout a 15-year career
- **Remote Work Expertise:** Successfully worked remotely for 5+ years with excellent self-management and communication
- **Typing Proficiency:** Fast, accurate typist with strong grammar, punctuation, and proofreading skills
- **Continuous Learner:** Quickly adapt to new software, systems, and processes
- **Flexible Schedule:** Available for full-time, part-time, contract, or project-based work
- **Confidentiality:** Experienced in handling sensitive client information and maintaining discretion
- **Community Involvement:** Habitat for Humanity volunteer, demonstrating commitment to service

## Professional References

*Available upon request*