

**LIEN VU**  
1898 Brown Deer Rd.  
Coralville, Iowa 52241  
Home (319) 338-2657

## **CAREER SUMMARY**

Business Administration graduate with 20 years experience in management, data entry and customer relations. Good computer skills. Successful small business owner.

## **EXPERIENCE**

**9/1999 to present: Account Clerk**, Department of Highway Archeology, University of Iowa  
Accounting and bookkeeping, reconcile statement of accounts, prepare monthly bills and invoices for Iowa DOT, provide budget information, prepare budget sheets, process business office related paperwork (using MS Word and Excel). Process all university paperwork for the HAP including travel expense vouchers, purchasing requisitions, hiring of staff, ordering supplies and processing time records. Enter new projects into database (MS Access), edit and file project completion reports. Prepare project summaries, compile and prepare report tables. Provide staff with information concerning HAP and University procedures and assist staff in using departmental network computer programs. Prepare budget sheets for the OSA accounts and maintain departmental list of accounts. Provide customer services, including backing up secretary, answering telephones and greeting visitors.

**9/1998 to 9/1999: Clerk II & Account Clerk**, Medical Photography, University of Iowa  
Accounting and bookkeeping, verify invoices and enter information into Lotus 123 and Excel spreadsheet. Enter invoice information using U of I ADP (On-line Inquiry to the General Ledger Millennium System), work on MFK and billing. Order office supplies, receive cash from customers and deposit it at cashier's office. Assemble monthly breakdown of services, assemble grant applications, and deliver orders to customers. Provide customer services including answering telephone, receiving and assembling orders.

**9/1997 to 8/1998: Clerk II**, Currier Hall, University of Iowa  
Customer services, daily interaction with students, field telephone calls, process mail, process student housing registration, perform key inventory, complete work orders, and perform special projects as assigned.

**6/1994 to 9/1997: Clerk II**, Business Office, U of Iowa Hospitals and Clinics  
Maintain patient records.  
Convert records to microfiche

**8/1994 to 2/1995: Program Assistant**, Office of The Provost, U of Iowa  
Verify accounts and budgets  
Prepare account summaries and project reports

**1/1994 to 6/1994: Key Entry Operator III**, Charge Processing Dept., U of Iowa Hospitals and Clinics  
Reviewed and corrected patient accounts for hospital charges, medical service fees and laboratory fees through research of various documents.  
Monitored progress on unresolved errors and maintained daily log of errors.  
Prepared and submitted statistical analysis report to department director.  
Operated 10 key adding machines  
Performed batch and key data entry and processed courtesy discounts and prepared change vouchers

**10/1993 to 2/1994: Nursing Assistant**, Dept. of Nursing, U of Iowa Hospitals and Clinics  
Assisted with patient admission, transfers and discharges  
Provided for patients' personal hygiene, comfort and care  
Performed simple diagnostic and therapeutic procedures  
Entered observations on charts  
Followed instructions from supervising nurses and doctors

**1/1992 to 12/1992: Business Interpreter**, Institute for Social and Economic Development (I.S.E.D.),  
Davenport, IA  
Recruited candidates for business development training programs  
Translated during training classes  
Offered consultation services to other branch offices

**4/1990 to 12/1991: Account Clerk I**, American College Testing, Iowa City, IA  
Maintained financial record  
Bookkeeping of transactions  
Monitored payments  
Data processing on microcomputer

**10/1989 to 4/1990: Office Manager**, Life Skills Inc., Iowa City, IA  
Supervised and also performed all aspects of office work  
Organized filing system  
Installed and operated computer systems  
Scheduled clients and workers  
Counseled and helped clients with special needs

**5/1985 to 3/1989: Software Design Assistant**, Center for Educational Experimentation, Development,  
and Evaluation (CEEDE), The University of Iowa, Oakdale, IA  
Assisted in development and distribution of educational software

**5/1984 to 3/1985: Clerical Assistant**, Iowa State Bank, Iowa City, IA  
Performed general clerical duties  
Customer relations

## **EDUCATION**

Staff Development Credit, 1994:

- How to Write a Competitive Grant Proposal
- Preparing a Grant Proposal Budget
- New Financial Systems Forms Training (Purchasing Forms, Payroll Forms, Business Office Forms)
- Introduction to the General Ledger Accounting System
- On-line Inquiry to the General Ledger Millennium System
- New Expediter Training Class
- General Ledger Accounting System Reports

B.A. (Business Administration) May, 1988. The University of Iowa, Iowa City, IA

Computer knowledge: MS WORD, EXCEL, ACCESS and LOTUS 123.

## **PERSONAL DATA**

U.S. Citizen

Volunteer with physically/mentally disabled individual

## **Lien Vu**

(BA University of Iowa 1988; Business Administration)

Lien manages the accounting and bookkeeping tasks for the Highway Archaeology Program. She processes the paperwork and on-line Web forms relating to travel, purchasing and hiring. She also processes completed reports and provides information regarding departmental and University procedures to staff members.