

VIC NAPIER

Data Processing | Administrative Support | Remote Work

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SUMMARY

Dependable and detail-oriented worker with practical experience using Excel, Word, Outlook, databases, and online systems. Skilled at reviewing information for accuracy, correcting errors, maintaining organized records, preparing routine reports, and completing work independently. Comfortable with repetitive tasks, confidential information, deadlines, and remote communication.

SKILLS

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|---|------------------------------------|
| • Data entry and data validation | • Microsoft Excel and spreadsheets |
| • Record maintenance and quality checks | • Microsoft Word and Outlook |
| • Error identification and correction | • Database and online research |
| • Routine reports and summaries | • Independent remote work |
| • File organization and documentation | • Written customer communication |

RELEVANT EXPERIENCE

Customer Service Representative | Progressive Insurance | 2025 -- 2026

- Assisted customers with policy, account, billing, and service questions using company systems.
- Verified customer information and entered accurate notes about each contact and requested action.
- Explained routine processes in clear language and directed issues through the proper procedure.
- Protected customer information and worked within established quality and compliance requirements.

Independent Data Research and Writing | Remote | 2018–Present

- Collect, organize, review, and verify information from government databases and other online sources.
- Enter and maintain data in Excel spreadsheets; use formulas, sorting, filtering, pivot tables, and charts.
- Check figures for completeness, consistency, duplicate entries, and obvious errors before use.
- Prepare clear written summaries and routine reports while meeting self-directed deadlines.

Proposal Writer / Administrative Project Support | Client-Labor Facilitators, Remote | 2015–2017

- Organized information from multiple contributors for large state and federal proposal projects.
- Reviewed documents for missing information, inconsistent wording, formatting problems, and deadline requirements.
- Maintained project files, tracked revisions, and prepared final documents for submission.
- Worked independently with virtual teams and handled business information carefully and confidentially.

Contract Computer Applications Instructor | Business Computer Training Institute, Salem, OR, | 2001 – 2004

- Maintained attendance, assignment, and administrative records.
- Provided practical instruction in Microsoft Excel, Word, and computer-based office tasks.
- Reviewed spreadsheets and other work for completeness, accuracy, and compliance with instructions.
- Prepared instructional materials and communicated by email, online systems, and written documentation.

TECHNICAL SKILLS

Microsoft Excel (formulas, sorting, filtering, pivot tables, charts), Word, Outlook, PowerPoint, Access, Google Workspace, web-based databases, file sharing, remote collaboration, and basic data analysis tools.