

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 ♦ (555) 432-1000 ♦ resumesample@example.com

SUMMARY

Hardworking and reliable **team member** with strong ability in **multi-task**. Offering **creativity, ingenuity, and detailed problem-solving skills**. Highly organized, proactive and punctual with team-oriented mentality.

SKILLS

- Data file transferring
- Data entry
- Negative processing
- Stock replenishing
- Display building
- Money handling
- Production deadline management
- Ink and toner inventory
- Reporting and documentation
- Special design projects
- Supply ordering
- Photo processing equipment
- MS Office
- Planning and coordination
- Administrative support
- Operational improvement
- Problem resolution
- Customer service
- Project organization
- Business operations
- Invoice generation
- Process improvement
- Team building
- Insurance billing
- Communications
- Relationship development
- Supervision
- Organization
- Team management
- Inventory management

EXPERIENCE

Digital Media Specialist, 02/2020 - 05/2020

Garver – Greenwood Village, CO

- Entered corrected records into SpinCar and added additional adjustments as required.
- Classified, sorted and filed correspondence, articles, records and other documents to maintain organized filing system.
- Supported special projects upon request from the department manager, owner and General Manager
- Kept meticulous reports and documentation detailing daily processing activities, updated logs and submitted timely reports for supervisor review.
- Conducted monthly onsite visits to external facilities to maintain standardization and compliance across all levels of operations.
- Identified areas within the photo lab that could be improved and implemented new processes that resulted in greater overall efficiency.
- Completed daily checklists to maximize the efficiency of photo department operations.
- Purchased materials and props for photo shoots to enhance products and appearance of subjects.
- Improvised photographic methods and techniques.
- Collaborated with clients to guarantee satisfaction with photos.
- Collaborated successfully with variety of personalities and work styles.
- Defined image requirements and planned photographic events.
- Maintained over \$1,500 worth of studio equipment.
- Selected and set up motion picture or television cameras and accessories.
- Cropped, manipulated and performed color-balance for final images.
- Ordered all photo laboratory supplies, including toner, ink and paper, so that inventories were always maintained.
- Improved profit margins by streamlining operations and workflow and negotiating competitive vendor contracts.
- Utilized SpinCar to compile data gathered from various sources.
- Handled all delegated tasks, including **photography** and **uploading images to website**.
- Oversaw the maintenance of lab printers and photo processing equipment to ensure consistent functionality.
- Earned reputation for good attendance and hard work.
- Delivered SpinCar to customer locations.
- Collaborated with others to discuss new **sales** opportunities.
- Recognized by management for providing exceptional customer service.
- Improved operations by working with team members and customers to find workable solutions.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

Insurance Coordinator, 02/2017 - 08/2017

Bassett Healthcare – Edmeston, NY

- Methodically resolved active claims by analyzing possible discount violations, PODs, shortages, returns and related advertising.

- Oversaw disputes resolution and reconciliation for 60 client accounts.
- Worked with underwriting on loss reserves and risk assessment and coordinated field reviews.
- Adhered to company and insurance client's guidelines in claims processes, estimate writing and claim closures.
- Obtained all necessary information to complete proper evaluation of injury claims.
- Managed caseload of 60 clients each quarter.
- Coordinated with law enforcement and testified at criminal proceedings.
- Complied with company and insurance client's guidelines in claims processes, estimate writing and closing of claims.
- Analyzed first reports of loss and underlying file material to determine if claim was suspect.
- Conducted interviews, gathered detailed information and completed field investigations.
- Contacted injured parties and legal representatives to negotiate final settlements for claims.
- Reduced loss ratios through fair and prompt processing of claims.
- Drafted statement of loss to summarize damages, payments and underlying policy coverage.
- Handled all delegated tasks, including site visits and direct communications with clients.
- Supported collections department by compiling paperwork and taking detailed meeting minutes.
- Performed site evaluations, customer surveys and team audits.

Payroll Coordinator, 01/2014 - 12/2015

21St Century Oncology – Troy, MI

- Prepared physical checks for employees and check stubs for those receiving direct deposits of funds.
- Managed payroll for over 1,000 hourly and salaried employees.
- Calculated overtime, vacation sick hours and other categories of time.
- Generated relevant paperwork and payroll reports.
- Kept operations in compliance with requirements by applying knowledge of applicable regulations, legal statutes and tax code information.
- Responded to requests for information as company expert on payroll operations.
- Managed files and payroll for over 1,000 employees.
- Received, filed and processed paperwork and documents for on-boarding employees.
- Protected payroll operations and maintained employee confidence by keeping information private.
- Determined payroll liabilities by calculating employee federal and state income, social security taxes and employer's social security, unemployment and workers compensation payments.
- Tracked and applied tax liens, child support and other types of wage garnishments to paychecks.
- Prepared reports by compiling summaries of nontaxable wages, disability, leave, deductions, taxes and earnings.
- Constructed leave pay schedules, processed payroll garnishments and worked closely with payroll executives to pay out bonuses, severances, service awards and special payments.
- Gathered timesheets to prepare weekly payroll data for processing by payroll coordinator.
- Prepared manual checks and initiated direct deposits for 1,000 employees.
- Organized and maintained payroll information by entering data, deleting errors, calculating and collecting information.

Collector, 01/2015 - 05/2015

Delta Apparel, Inc. – Texas City, TX

- Recovered lost revenue by persistently reaching out to customers with past due accounts.
- Remained calm, stayed professional and provided exceptional service on all calls, even when interacting with difficult individuals.
- Followed fair debt practices and regulatory guidelines when managing collections process.
- Reached out to customer to pursue payments, remind of obligations and discuss default procedures.
- Overcame objections by applying advanced training and persuasion techniques.
- Evaluated customer accounts to determine adherence to repayment schedules.
- Oversaw daily collections and accounts receivable activities, developing robust strategies to maximize collections and reduce aged accounts.
- Processed payments over phone and set up recurring drafts.
- Reduced aged accounts by collecting on approximately 150 accounts daily.
- Administered delinquency cycle from start to finish, managing collections calling, skip tracing, outside collections agency coordination and related litigation.
- Met demands of busy collections group by performing high volume of daily calls.
- Reviewed accounts to determine payment plan compliance.
- Placed outbound collections calls daily to approximately 150 accountholders.
- Located debtors by utilizing skip tracking and other strategies.
- Created repayment plans based on account holders' financial status and repayment abilities.
- Investigated and solved problems with payments, account updates and other concerns.
- Oversaw settlement, discharge and sale of repossessed items and buildings.
- Updated accounts and credit reports to reflect recent changes.

EDUCATION AND TRAINING

High School Diploma: 06/2000

Higgins High School - Higgins, TX

Associate of Arts: English Education

TCC - Hurst , TX