

# JESSICA CLAIRE

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## Professional Summary

To obtain a position in a dynamic and positive environment that focuses on building strategic relationships with clients and promotes customer satisfaction while achieving personal and company goals that will benefit growth and experience. HR Coordinator offering well-rounded background in human resources, accounting and administration. Skilled in preparing and analyzing staffing metrics and reporting.

## Skills

- Recruitment strategies
- Accounting and finance
- Labor negotiations
- Staff recruiting and retention
- Multitasking abilities
- Teamwork
- Leadership
- Interpersonal Communication
- Microsoft Office

## Work History

**Human Resources Coordinator**, 01/XXX8 to 03/2020

**Akoustis Technologies, Inc.** – Canandaigua, NY

- Provided primary customer support to internal and external customers.
- Completed employee employment verifications and unemployment paperwork prior to hire or termination.
- Explained employee compensation, benefits, schedules, working conditions and promotion opportunities.
- Reviewed and corrected job offer letters for completeness and accuracy before approving delivery.
- Completed background and reference checks to facilitate hiring and onboarding of employees.
- Maintained human resources information system and kept employee files up to date and accurate.
- Sent notices to employees and subcontractors regarding expiring documentation.
- Advocated for staff members and counsel supervisors to identify and resolve conflicts.

**Loan Officer Assistant**, 01/XXX5 to 12/XXX7

**Century Communities** – Memphis, TN

- Cultivated productive relationships with clients, realtors and title/escrow officers to increase profits and expand customer base.
- Worked with Loan Officer to create application profile in system and review key information at various stages within process.
- Assembled important paperwork and disclosures for borrower.
- Prepared professional business correspondence on behalf of loan officer to obtain information and facilitate processing steps.
- Managed event planning and execution for learning lunches and other business-centered gatherings.
- Liaised with clients to guide through loan closing process and skillfully handle any concerns.
- Documented borrower's information in loan processing system and resolved any discrepancies.
- Produced and submitted completed loan packages to title and escrow professionals.
- Collected and compiled paperwork such as title abstracts, insurance paperwork, loan files and tax histories.

**Loan Processor/Underwriter**, 02/XXX3 to 01/XXX6

**Axos Bank** – Iselin, NJ

- In charge of assisting members, Member Service Representatives and third party with questions and concerns regarding loans, payoffs, refinance and purchases of autos, boats, RV and accounts and statements.
- Promote and input on branch specials and promotion before they become in effect to our members.
- Frontline to three high volume operating branches.
- Calculate, retrieve and process income documents along with reviewing and auditing loans.
- Setting up closing and preparing closing documentation along with setting up DocuSign.
- Handled any conditions sent from underwriting departments.
- Looked over and approved various types of loans.
- Collaborated with stakeholders to manage loan files and databases and prepare general correspondence.
- Reviewed loan files for completeness, identified missing documentation and generated condition lists for applicants.

**Benefit Coordinator**, 01/2008 to 12/XXX5

**Magellan Health Services** – City, STATE

- Main contact to Blue Cross Blue Shield members to explain and verify mental health coverage set up authorization Actively listens and probes callers in a professionally and timely manner to determine purpose of the calls.
- Researches and articulately communicates.
- Information regarding member eligibility, benefits, EAP services, claim status, and authorization inquiries to callers.
- While maintaining confidentiality.
- Resolves customer administrative concerns as the first line of contact - this may include claim resolutions and other Expressions of dissatisfaction Comprehensively assembles and enters patient information into the appropriate delivery system to initiate the EAP, Care And Utilization management programs.
- Flexibility in areas such as job duties and schedule in order to aid in better serving members and help Magellan Achieve its business and operational goals.
- Educates providers on how to submit claims and when/where to submit a treatment plan.
- Identifies and responds to Crisis calls and continues assistance with the Clinician until the call has been resolved.
- Informs providers and members on Magellan's appeal process.
- Resolved issues and inquiries from plan participants regarding health and welfare benefits and deductions through telephone, email and in-person interactions.

## Education

**Criminal Justice Coursework**: XXX2

**Weichert Real Estate School** - Wayne, NJ

**Criminal Justice Coursework**: 06/2001

**University of Phoenix** - Jersey City, NJ

**Associate of Arts: Criminal Justice**, 1998

**Bergen Community College** - Paramus, NJ

## Affiliations

Casa volunteer/ Court Appointed Special Advocate

Buddy's Rescue INC. non profit organization

## Languages

Spanish:

Negotiated: