

Summary

Enthusiastic individual with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Enjoys working with others and bringing positivity to the work environment.

Skills

- Proficient in Microsoft Applications (Word, Excel)
- Strong multitasking skills
- Enthusiastic learner and great retention
- Punctual and dependable
- Adaptable, working well under pressure
- Good communication Skills
- Friendly and outgoing
- Strong analytical and problem solving skills

Experience

Special Education Paraprofessional, 11/2016 to Current

Black Hills Special Services Cooperative – Sturgis, SD

- Work with certified teacher and campus administrators to create and maintain an orderly and structured classroom environment.
- Work with individual students to provide for the physical and instructional needs of students with disabilities.
- Consult with teacher(s) regarding student assignments.
- Maintain files of student assignments and return to teacher.
- Provide direct instruction of students under direct supervision of teacher.
- Conduct instructional exercises assigned by the teacher; work with individual students or small groups.
- Assist in classroom management.
- Conduct parent involvement activities.
- Assist teacher in preparing instructional materials and classroom displays.
- Assist with administration and scoring of objective testing instruments or work assignments.
- Help maintain neat and orderly classroom.
- Help with inventory, care, and maintenance of equipment.
- Help teacher keep administrative records and prepare required reports.
- Provide orientation and assistance to substitute teachers.
- Manage student behavior and administer discipline according to board policies, administrative regulations, and Individual Education Plans (IEP).
- Record student attendance and discipline referrals using personal computer.
- Supervise students assigned to classroom.
- Maintain confidentiality.
- Participate in staff development training programs, faculty meetings, and special events as assigned.

Loss Prevention Analyst, 05/2012 to 03/2016

Citi Trends, Inc. – Marianna, FL

- Review/request additional information to decision daily audits to determine if merchant processing activity is an acceptable risk to First American Payment Systems.
- Monitor/process daily releases of funds via suspense system on accounts where processing exception and/or documentation received represent an acceptable risk to First American.
- Maintain departmental spreadsheets of data for reporting purposes. These reports include: Audit Log-Monthly summary of all accounts that were investigated. Member Alert to Control High-Risk Merchants (Formerly TMF).
- Monthly update of merchant matches and placements on Terminated Merchant File.
- Input information into online systems such as the Merchant System, Suspense System, LP Online, SAM, Vital, and FDR in regards to account status and notes on each investigation.
- Answer questions from internal and external sources regarding policy and procedures.
- Communicate the exceptions of approved parameters in the audit process as to how or why an account was audited.
- Review and make recommendations on re-evaluation requests for changes in merchant processing parameters. This process involves review of merchant processing history, review of financial data, credit bureau report, and other applicable information relevant to risk assessment.
- Call/fax Trade and Bank references to verify credit accounts and bank references on Merchant, then apply information obtained to make a decision on accounts. Communicates information to Credit Department.
- Types and sends applicable letters regarding suspensions, closures, and cash advances to merchants.
- Review Internet sites for content and verify business type and products sold.
- Prioritize tasks according to urgency.
- Review daily fraud management and dispute reporting to monitor for unusual or suspicious activity.
- Contact merchants, Relationship Managers, and/or issuing banks to determine appropriate investigative action.
- Ensure merchant is in compliance with regulatory standards and contractual parameters.
- Capture and hold funds according to guidelines as warranted.
- Educate merchants and Relationship Managers regarding the fundamentals of proper card acceptance procedures and best practices.
- Compiles detailed reports on fraud cases, and submits and presents cases to senior analyst or manager.
- Assist Automated Clearing House (ACH) in the collection of reject items.

Data Entry Administrator, 12/2008 to 05/2012

Paylocity – Burlington, VT

- Responsible for lease and add-on services for accounts
- Responsible for merchant relationships
- Responsible for closing and reopening merchant account(s)
- Responsible for DBA and DDA changes
- Resolved merchant issues
- Worked directly with sales representatives

Licensed Cosmetologist, 05/2006 to 06/2010

Americare Senior Living – Riverton, KS

- Opening and Closing of the salon
- Balancing of Daily Profits
- Scheduling Appointments
- Customer Service
- Consultations with Clients
- Maintaining Accurate Patron’s history
- Insuring work environment meets TCC standards
- Evaluated client hair type, condition and desired outcome to determine ideal services.
- Stayed up-to-date on current and emerging trends to increase professional value and meet diverse client needs.

Education and Training

Hill County Community College - Burseson, TX

Hair, Skin, And Nails, 12/2005

Ogle School of Hair Skin Nails - Hurst, TX

High School Diploma: 12/2003

Fossil Ridge High School - Keller, TX