

RAVINDER KAUR

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Professional Summary

- Highly organized and detail-oriented Administrative Assistant with more than 10 years experience who goes above and beyond basic administrative tasks.

Skills

- Excellent communication skills
- 45 WPM typing speed
- Invoice processing
- Advanced clerical knowledge
- Multi-line phone proficiency
- Motivated customer service specialist with retail experience in a fast-paced, team-based environment.
- Excellent customer service, communication and listening skills with cash management and POS systems experience
- HealthCare Office Assistant with Experience of billing and coding, patient charting, insurance claims and appointment scheduling in a busy medical office setting.
- Microsoft Office, word, Excel, Powerpoint, outlook, Data Entry, Type 50 WPM. Data Collection, Email, Spreadsheets, Telephone Skills, Filing
- Multi-Task Management, Organizational Skills.
- Service-oriented Insurance agent who delivers high quality customer service by accurately assessing client needs and recommending the most useful policies and products
- Life and health insurance products
- Top-rated sales performance
- Materials preparation
- Safety operation procedures
- Blueprint reading and basic math skills
- Assembly line production
- Exceptional organizational skills
- Team liaison
- Process implementation
- Extremely quick learner

Work History

Paraeducator, 10/2016 to Current

Mukilteo School District – Everett, WA

- Worked with individual students to provide personalized educational, behavioral and emotional support.
- Set up visual aids, equipment and classroom displays.
- Kept learning environments focused, inclusive and supportive at all times.
- Documented behaviors, interventions and results.
- Facilitated group sessions and provided one-on-one support.
- Offered constructive feedback to minors under care regarding specific actions, behaviors and words.
- Implemented reading and writing workshops to increase student literacy and support school reading programs.
- Observed individual behaviors and suspect actions, and reported issues to supervisory staff.
- Aggregated and prepared documentation and reports for office meetings, distribution, and filing.
- Answered inquiries and addressed, resolved or escalated issues to management personnel to ensure client satisfaction.
- Met with team of professionals from different disciplines to implement comprehensive action plan.
- Provided diverse assistance to teachers, including clerical support, classroom management and document coordination.
- Maintained student safety in classroom and outside environments.
- Documented student attendance and progress against goals.

Human Resources Recruiting Assistant, 04/2015 to 11/2015

Allstate Insurance – Kirkland, WA

- Candidate follow up Via phone and Email
- Solely responsible for Exclusive agent candidate pipeline Coordination
- Data Entry and candidate tracking using Taleo
- Administration of screening and Background Check
- Daily and weekly Reporting Primarily using Excel
- Coordination of recruiting events and job fairs
- Assist Recruiters and managers for additional projects
- Developed positive customer relationships through friendly greetings and excellent service.
- Answered customer telephone calls promptly and in an appropriate manner.

Insurance agent assistant, 11/2014 to 05/2015

Allstate Insurance – Kirkland, WA

- Tracked the progress of all outstanding insurance claims.
- Collected all premiums on or before effective date of coverage.
- Modeled exceptional customer service skills and appropriate diagnostic sales techniques.

- Followed up with customers on unresolved issues.
- Reported policy changes and company conditions affecting customer satisfaction.
- Prioritized daily workflows, including all inbound calls, quotes and sales-related inquiries
- set appointments and build relationships with client

Office Support, 04/2003 to 01/2010

Evergreen Healthcare – Kirkland, WA

- Maintained detailed administrative and procedural processes to improve accuracy and efficiency.
- Updated patient accounts and information on a daily basis.
- Created databases and spreadsheets to improve inventory management and reporting accuracy.
- Managed incoming and outgoing calls for busy medical office.
- Audited new customer files to verify medical necessity and satisfaction of coverage criteria.
- Communicated with patients via phone, email and in person to obtain payments on outstanding accounts or accounts requiring deductibles or co-pays.
- Contacted patients regarding unpaid and underpaid accounts, resolving all issues while maintaining a positive and pleasant attitude.
- Updated patient accounts and information on a daily basis.
- Trained new employees on multiple medical billing programs and data entry software.
- Open sort and distribute incoming correspondence faxes and email.
- Process attorney requests for billing documents Invoicing and preparation of payments for deposit Pulling Remittance advices Process Medical records requests for Insurance companies File and retrieve corporate documents, records and reports.
- Greet Visitors and determine whether they should be given access to specific individuals.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, email, or in person.
- Opened, sorted and routed incoming mail, answered correspondence and prepared outgoing mail.
- Operated office machines, such as photocopies and scanners, facsimile machines, voice mail systems and personal computer.
- Maintain off-site storage documentation including bar coding, requests for file returns, and routine communication with storage personnel.
- Maintained accounts receivable documentation electronically and on paper.
- Handled cash and deposits using the proper accounting procedures and documentation.
- Processed payroll, electronic deposits and employee pay adjustments.
- Researched and resolved collections and billing disputes with tact and efficiency.
- Routinely monitor and follow up on unpaid balances by working directly with Insurance

companies.

- Auditing patients account for copay, coinsurance and deductibles Other duties as

Price Auditor/ Lead Cashier, 09/2001 to 08/2003

Staples – Millcreek, WA

- Manage Audits and implements product prices.
- Merchandise products throughout retail floors in order to maximize sales.
- Inventory and shortage control Consistently meet sales goals for targated products and services
Responsible for managing all the credit card and cash transactions in department store environment
Responsible for balanced cash draw at close of shift Daily closed store properly and secured building
Handled high volume sales successfully Responsible for back up inventory ordering and shelf stocking
Solved billing problems and handled customer inquiries Delivered prompt, accurate and excellent customer service.
- Recommended and helped customers select merchandise based on their needs.
- Exercises sound judgment in issuing credits and making exceptions to customer policies to maintain high levels of customer satisfaction.
- Served as liaison between customers, store personnel and various store departments.
- Extended customer subscriptions, offering discounts and promotions to ensure high customer retention rates.
- Trained new employees on company customer service policies and service level standards.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.

Sales Assoicate, 01/1999 to 04/2000

Macys – Newyork, NY

- Managed proper functioning of fashion store.
- Developed and coordinated Marketing Communications strategy for product portfolio.
- Greeted all customers and provided customer service.
- Meeting and making a connection with customers, asking questions and listening to shoppers' needs, then giving options and advice on meeting those needs.
- Exchanged returned merchandise for customers quickly and efficiently.
- Trained new employees on company customer service policies and service level standards.
- Manage Cash Register.
- Received and processed cash and credit payments for in-store purchases.

- Opened and closed the store, including counting cash, opening and closing cash registers and creating staff assignments.
- Maintained friendly and professional customer interactions.

Education

Associate of Arts

Plaza Business college - Newyork, WA

Business Management