

Lisa Wraspir
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Special skills:

Extensive Customer Service experience
Demonstrating excellent attention to detail
Experience with simple ordering and invoicing
Excellent verbal and written communication skills
Strong desk management skills
Independently organize work and prioritize competing demands and requests to complete assigned tasks within required time constraints
Able to troubleshoot and resolve issues internally and for the customer
Management experience
Retail, Grocery, Produce Department, and Freezer Department experience
Pallet Jack
Electric Jack
Splitter

Extensive experience with Microsoft Office Products:
Excel, Word, Outlook, Access, ImageRIGHT
Department of Education programs: G5, EDE, COD, NSLDS

Typing: 100+ WPM
Alpha-Numeric 10-key: 9400 KPH
Numeric 10-key: 13000 KPH

Employment History:

INSURANCE SERVICES GROUP (5/2021 - 8/2021)

Commercial Accounts Support

Key Accomplishments/Responsibilities:

- Assist Account Managers with filing and follow-ups for documentation from insureds via email or phone
- Ensure that policy transactions are issued, and changes are recorded accurately and in a timely manner
- Initiate and respond promptly to telephone and written inquiries
- Create Cost Estimate Reports for dwellings and commercial buildings to ensure proper coverage
- Research clientele and commercial structures to ensure proper coverage

THE KROGER CO. – QFC (11/2017 – 5/2021)

Job Titles acquired: Courtesy Clerk, Checker, Produce clerk, Dairy clerk, Meat Department Clerk, Night Manager

Key Accomplishments/Responsibilities:

- Perform freight handling using appropriate motorized and manual equipment: hand truck, manual pallet jack, electric pallet jack, pallet splitter
- Freight organization
 - Unload trucks
 - Sort products in backroom and freezer by department and product

- Sort products on shelves
 - Ensure aisles, backroom, freezer and outside loading areas are neat and clean
- Perform pre-trip and safety inspections on equipment
- Verify and complete required documentation and reports
- Assist customers via phone or face-to-face
- Maintain, stock and order freight
- Delegate work and supervise entry-level employees
- Maintain a safe environment by ensuring disruptive/abusive customers are dealt with in a professional and effective manner
- Perform cashier, bagging, cleaning duties when necessary

GRANGE INSURANCE ASSOCIATION (2/2010– 11/2018)

Job Title: Agribusiness Underwriting

Key Accomplishments/Responsibilities:

- Prepares renewals, new business and endorsement requests for the underwriter by gathering and evaluating exposure data.
- Employ sound underwriting knowledge when making decision to accept, modify, or decline new and renewal business, which ensuring the book of business reflects the acceptable risk characteristics of the company's program.
- Ensure that policy transactions are issued, and changes are recorded accurately and in a timely manner by rating and/or entering transactions for the Lines Underwriters. Such transactions may be quotes, new business, endorsements, cancellations or renewals.
- Initiate and respond promptly to telephone and written inquiries.
- Order and screen miscellaneous reports needed in the rating and underwriting processes, such as Motor Vehicle Reports, loss history reports, inspections, loss control, etc.

Job Title: Personal Lines Underwriting Assistant

Key Accomplishments/Responsibilities:

- Assisting Underwriters with in-force Personal Lines accounts while working with agents and other Grange departments to obtain needed information to ensure compliance with our filed underwriting guidelines.
- Creating a relationship with agents for continuous communication regarding service and related issues.
- Troubleshooting and working with agents verbally to resolve issues or situations that may arise.
- Reviewing accounts for accuracy, compliance and pertinent information.

WEBER AND ASSOCIATES INC (10/2009 – 01/2010)

Job Title: Financial Aid Representative

Key Accomplishment/Responsibilities:

- Assisting schools with the processing of financial aid applications to ensure compliance with Federal and State regulations;
- Confirming student's eligibility by reviewing verification documentation, FAFSA's/ISIRs and NSLDS reports;
- Producing payment lists for individual schools and working with the Department of Education with G5, COD and EDE applications to ensure payments are disbursed;
- Assisting and support schools with financial aid training, using the Virtual Financial Aid Office to produce Start Forms;
- Ensuring school's funds are used properly by keeping accurate balances of refunds and payments;

THE PUCKETT GROUP (04/2009 - 09/2009)

Job Title: Insurance Account Representative

Key Accomplishments/Responsibilities:

- Maintaining current and new business accounts;
- Communicating with clients and underwriters;
- Processing commission statements;
- Performing basic office duties such as filing, answering phones, processing mail, and ordering supplies.

GRANGE INSURANCE GROUP (06/2006 - 12/2008)

Job Title: Farm/Commercial Insurance Rater

Key Accomplishments/Responsibilities:

- Extensive work with manually rating farm and commercial insurance policies while communicating with agents.

Job Title: Electronic Data Library Part-Time Administrator (6/2004 – 12/2008)

Key Accomplishments/Responsibilities:

- Transferring documents and forms into the Electronic Data Library.
- Duties demand accuracy and basic knowledge of the mainframe system in order to properly revise and submit forms into the mainframe database.

Job Title: Underwriting Support (12/2001 - 06/2006)

Key Accomplishments/Responsibilities:

- Extensive work with Excel spreadsheets used in various auditing projects for the company;
- Ordering reports (motor vehicle reports, homeowner/auto claim reports, credit checks, property inspections);
- Troubleshooting problems with Choicepoint DOS software;
- Interacting with agents on a daily basis to resolve minor issues with applications.

BASTYR UNIVERSITY (01/2001 - 08/2001)

Job Title: Financial Aid Adviser

Key Accomplishments/Responsibilities:

- Conducts needs analysis in compliance with federal criteria to determine the relative eligibility of each financial aid applicant.
- Conducts verification of student and parent application data in compliance with federal criteria.
- Determines the types and amounts of financial aid to be awarded through the packaging process according to federal, state and institutional requirements. Monitors individual student awards. Resolves data conflicts and over awards.
- Works with Financial Aid Coordinator on individual student appeals concerning eligibility. Utilizes professional judgment to adjust a student's eligibility based on documented mitigating circumstances in accordance with federal statutes. May refer complex eligibility situations to the Financial Aid Coordinator.
- Provides financial aid counseling to students and parents regarding all aspects of financial aid process. Makes necessary referrals to other student service offices.
- Provides support to students experiencing family, personal or economic crises which may impact school performance.

IKON OFFICE SOLUTIONS (06/1998 - 01/2001)

Job Title: Lead Copy Operator

Key Accomplishments/Responsibilities:

- Operating and maintaining copiers (Xerox 5090, Color Canon 1000, Canon NP 6035, Océ 3165) and fax machines in a professional office environment;
- Duties include ordering supplies, binding, laminating, lifting up to 50 lbs, facilitating workloads with 2 other operators, creating order forms and signs using Microsoft Word, back-up reception work for a 300 person office.

Other Work Experience:

GODSHALL STAFFING (03/2009 – 06/2009; 09/2009-01/2010) Temporary position at The Puckett Group & Weber and Associates
SAFEWAY GROCERY (01/2008 - 05/2008) Checker
SHOPKO (05/1997 - 12/1997) Clerk
VALLEY ORTHOPEDIC PHYSICAL THERAPY (06/1993 – 12/1993) Physical Therapist Assistant
STOCKMARKET FOODS (06/1990 – 06/1993) Clerk

Education:

Green River Community College (9/92 12/94) Associates in Arts Degree
Washington State University (2/95 12/97) Criminal Justice Major
Florida Metropolitan University (11/03 10/04) Criminal Justice Major