

**Ross Jackson**  
**901 SW King Ave.**  
**APT 902**  
**Portland, OR 97205**  
**541-521-7132**  
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**Professional skills**

- Self motivated, reliable and eager to learn new tasks
- Exceptional communication skills, both written and verbal
- Strong math and analytical skills
- Excellent multi-tasking skills with a sharp attention to detail
- Committed to being honest, dependable and responsible
- Proficient with MS Word, Excel, PowerPoint and Outlook

**Employment History**

Pacific Benefit Consultants, Inc. Eugene, OR

February 2018 - November 2018

Data and IT Analyst

- Required to query databases and data warehouses to find and use data for business analysis and reporting.
- Identify, analyze and interpret trends or patterns in our main databases.
- Collaborate with multiple departments within the organization to develop reporting and technology needs.
- Provide technology support including; setting up new workstations and employees, provide software support and debugging, manage corporate email, phone, website, server and databases, as well as maintain a corporate social media presence.

PacificSource, Springfield, OR

November 2017 - February 2018

Group Processing Specialist (Temporary)

- Audit and order insurance policy materials for small and large group policies.
- Work with members of the Business Analyst team to resolve issues in policy materials
- Support sales and individual billing with various work overflow projects

Credit Concepts Inc., Eugene, OR

February 2013 - September 2017

Legal Account Coordinator

- Developed and wrote a python program to streamline locating and verifying information used in creating legal documents
- Create, complete and submit legal documents to include; small claims, garnishments, summons

and complaints, judgments, subpoenas in both Oregon and Washington.

- Represents the company in all small claims court matters including claim disputes and challenge to garnishments
- Research and enforce FCRA regulations to include; dealing with internal auditors and external branches
- Skip tracing
- Customer service to include; corresponding with customers and employers, verifying bankruptcy claims
- Create, edit and maintain excel spreadsheets for tracking customer and employer activity

Credit Concepts Inc., Eugene, OR  
Scanning Clerk

June 2012 - February 2013

- Scanned all new and continuing business documents
- Organized filing cabinets
- Supported the clerical staff with overflow work

#### **Education**

University of Oregon	General Studies	2011 - 2013
Marist High School	General Studies	2007 - 2011