

Elizabeth Mort

(425) 428-9273

elizabethannmort@outlook.com

Work Experience

Receptionist : 04/2019-01/31/2020

Metro Auto Rebuild, Seattle, WA

- Data entry:
 - Entering customer information and repair status both in CCC One and on paper.
 - Updating CSI and Arms reporting systems with repair status.
- Processing payments and refunds manually. Electronically posting and depositing at closing.
- Manage incoming and outgoing calls with current and potential customers.

Claims Analyst : 03/2018 - 01/26/2019

Selland Auto Transport, Seattle, WA

- Keep an up-to-date filing system both paper and electronic.
- Manage frequent incoming calls from Selland drivers.
- Process paid claims and notify drivers and terminals of claim details.
 - Work in claim management software for GM, GLOVIS, Subaru, Tokio Marine, Toyota, VW, Chrysler, and MAZDA.

Service Technician : 10/2017 - 12/2017

Service Master Cleaning, Bend, OR

- Morning and nightly cleaning of various commercial locations.
- Maintain a professional manner when cleaning in a staffed location.
- Utilize cleaning equipment such as backpack vacuums and a Zamboni (for FedEx Ship Center warehouse floor).

Agency Partner : 05/2016 - 08/2017

GL Solutions, Inc., Bend, OR

- Interact daily with clients:
 - Discuss how to plan for a successful, long term relationship with GL Solutions.
 - Educate clients on workflow expectations for their GL Simple plan year via task and project allocation.
- Work with clients to purchase escalated tasks and/or projects.
- Ensure client work flows smoothly through the GL Solutions company.

Front-End Team Member : 05/2015 - 04/2016

Whole Foods Market, Bend, OR

- Cashier for 5+ hours.
- Assist in courtesy duties as needed.
- Maintain customer well-being .

Education

Central Oregon Community College : 01/2015 - 04/2016

- Some college, no degree.

Mariner High School : 2007 - 2012

- High School Diploma.

Skills

Assessment	<ul style="list-style-type: none">• Streamline tasks to create the most efficient process.• “Continuous Improvement” submissions to GL Solutions Operations team regularly accepted.• Scheduled work to complete incentivized productivity metrics to meet weekly and monthly deadlines.
Resolution	<ul style="list-style-type: none">• Experienced in active de-escalation of client concerns.• Restored faith in GL Solutions with the Nevada Private Investigators Board.• Frequently diffuse calls with frustrated transportation employees.• Values positive interpersonal communication.
Office Solution	<ul style="list-style-type: none">• Maintained an organized electronic and paper filing system at Selland Auto Transport and Metro Auto Rebuild.• Proficient use of office equipment and standard office software.• Adept at familiarizing with agency specific computer programs, and familiar with the following:<ul style="list-style-type: none">○ Suite6○ CCCOne○ AS-400○ POS Systems

Achievements

Created an extensive training handbook for the Claims Analyst position at Selland Auto Transport, the first of its kind at the company - August 2018.

Managed the software implementation week on site at the Arizona Judicial Branch: Licensing and Regulation Department - July 2017.

Accepted the GL Solutions award for “Exemplifying the value of Personal Growth” - December 2016.

References

Sean Keyser:

Manager at Metro Auto Rebuild

(425) 766-2130

Brad Pilkington:

HR Manager at Selland Auto Transport

(253) 255 - 8048

Gabe Van Eikeren:

Manager at GL Solutions

(541) 337 - 9985