Anjana

Homagain

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# Skills Summary

* Proficiency in Technical Writing
* 5 years of experience as a administrator with a focus on Microsoft technologies
* Microsoft Infrastructure is core: Workstation (all versions) Active Directory, Office (All versions) and Office 365/Exchange.
* Ability to work well in a team environment and promote team collaboration
* Excellent written and verbal skills
* IDD Program Management
* PowerShell, Share Point
* Point of Sale, Quickbook
* Scripting language, tasks automation and configuration management framework that runs on Windows, Linux, and macOS.
* Advanced level in using software and a team that understands disability services makes all the difference.
* Basic knowledge of Auto-cad engineering.
* Experience with Salesforce, VolunteerHub, and/or other CRM.
* Ability to work on multiple projects simultaneously and to prioritize tasks and responsibilities.
* Adaptable to thrive in a dynamic environment.
* A can-do approach and willingness to learn and grow.
* Ability and confidence to make quick tactical decisions and act.
* Organizational skills and attention to detail.
* Knowledge of Cisco and Juniper.
* Experienced with SQL Database Mgmt System, statements that are used to perform tasks such as perform data on a database, or retrieve from database.
* Knowledge of IP networking: routing, switching, and network standards from layer 1 to up through the transport and applications layers.
* Good understanding of application layer protocols (e.g. HTTP, HTTPS/SSL

# Education

* Diploma In Software Engineering | Nepal
* Associate Degree in Business Administration | Nepal
* Google Analytics Certificate
* Personal Centered Planning in Actions certificate
* Self Advocates In Leadership Certificate
* Business and Employer Engagement Certificate
* Auto-Cad and Amazon AWA Certification in progress

# Experience

***Unemployment Insurance Anaylst/Specialist***

State Of Washington l Lacey,WA I August 2021-Present

* Use Secure Access Washington (SAW) Project Management to access & manage many WorkSource online services.

### Work on eServices project management Technology to provide exemplary assistance and problem resolution to claimants attempting to file Unemployment Insurance claims and use integrated tools to automate claimants communications and-optimize overall workflow.

### Determine claimants needs, and assisting with claim issues and ensure the accuracy, efficiency, fairness, and accessibility of UI Benefits for clients.

* Resolve employers and clients issues regarding procedures, laws, and policies with respect to unemployment insurance.
* Handle complaint from claimants and, if necessary, escalate to appropriate level.
* Investigate and detect unemployment issues.
* Review documents for completeness, accuracy and compliance with laws and regulations.
* Communicate reporting requirements, benefits and eligibility rights to claimants, employers, and third parties.
* Apply higher level of analytical skills for complex claims determinations to determine appropriate claim status, conducts research and interviews to obtain facts that effect eligibility, and issues an allowance or denial of UI benefits.
* Spend time to gain proficiency to maintain a full workload of unemployment insurance claims involving non-monetary issues such as quits, discharges, availability, suitability, fraud and routine overpayment.

***Employment/Data Consultant***

Vadis(Non-Profit)|Tukwila,WA|November 2019-August-2021

* Educating employers about the advantages of workforce diversity and encourage businesses to consider the benefits of hiring people with disabilities.
* Get to know who the clients are, what they excel at and what fulfills them
* Guide employers to hire a candidate referred by Vadis
* Partner with clients on job sites to support the business and their new employee
* Remain on the job site and make periodic follow ups to provide consultation to assure job retention and career growth.
* Effectively communicating with clients, families, and funders; writing technically to report on client growth; helping clients enter the workforce; creating bonds with clients and community members.
* Work on Windows PowerShell for automating tasks and simplifying configuration to automate any task in the Windows ecosystem, including active directory and exchange.
* Automate manual tasks, simply workflows,reduce errors and save time while keeping team on track and in compliance so to perform more of what we do best.

• Enter new and/or updated data in multiple data management systems.

* Monitor program goals, objectives and deliverables.
* Prepare relevant documents and reports.
* Participate in program coordination, including  
  meeting goals and outcomes.
* Monitor program goals and objectives, and revise as appropriate.
* Maintain program tracking system files.
* Participate in program development.
* Speak strongly with impact, train volunteers and manage the social space/interaction with volunteers.
* Supervision of 25 clients under the project case load.
* Experienced on IDD project management that works with SQL Databases and Scrums.

***Sales Service Technician/Program Manager***

Dhakal Enterprise, Seattle | Seattle, WA | January 2012 – December 2019

• Repair Electronics Devices such as Apple and Samsung Products.

* Prepared sales engineering reports by collecting, analyzing, and summarizing sales information and application trends.
* Monitored multiple databases to keep track of all company inventory.
* Provided training and product support for other members of sales team.
* Recommended improvements to customers and demonstrated potential cost reductions and process improvements.
* Conferred with customers and engineers to assess equipment needs and determine system requirements.
* Attended company seminars to increase understanding and knowledge of products.
* Effectively controlled the release of proprietary and confidential information for general client lists.
* Prepared departmental contracts for attorney approval.
* Planned various product configurations to meet diverse customer needs.
* Documented account activities and generated sales reports.
* Developed sales plans to introduce new products to market.
* Developed and wrote technical documentation for products.
* Negotiated tender and contract terms to meet both client and company needs.

**Sales & Service Manager**

NYS Collection, Seattle January 2008 - January 2012

**Insurance Agent**

Primerica | Kent, WA | January 2010 - January 2012

Analyzed customer needs and provided best options, upselling products and services.

**Sales Associate**

Manny Mart | Denver, CO | December 2006 - December 2008

Sales and Management

**Interpreter**

Interpreter multiple languages for Kent School District|Aug 2019-Present

***Nepal Seattle Society(NonProfit)- Kent***

Volunteer|Program Management, Team member|Present

**Languages**

*Multilingual*