

Objective

To continually enhance the development of my professional, academic, and analytical skills for the purposes of making significant contributions to enhance campus recruiting by developing strategies to attract and retain top talent from diverse candidate pools.

Skills

Leadership, Information Technology, Information Technology, Operations Management.

Work Experience

Business Associate II

ABC Corporation - October 1998 – May 2002

- Responsible for system configuration and management of account software, hardware and project management responsibility for department asset management Provided account PC asset management, coordination, scheduling and system validation.
- Refreshed, deployed, and updated account hardware at lease end.
- Established processes to track and maintain departmental hardware and software and configured account software on employee PCs.
- Corrected all account hardware and software issues Created call-handling questions for monitoring employees to ensure proper call handling was maintained.
- Ensured proper account configuration for the following applications Microsoft Outlook, Internet Explorer 5.5, Netscape Navigator, and the GM Corporate Access database.
- Performed routine tasks to maintain, analyze, and troubleshoot computer equipment.
- Published and distributed Telephone Directories using Microsoft Word.

Business Associate

ABC Corporation - 1995 – 1998

- 303) [] Supervisor Matt Colussi, LEAP & Front Supervisor Assist customers with the completion of applications; advise them of their rights and responsibilities; send appropriate notices to customers for action taken on cases.
- Coordinate and direct clients to obtain necessary information, follow-up with clients and re-evaluate their eligibility status.
- Process changes in the State of Colorado OIT Mainframe that are reported on cases through phone, mail and personal contact.
- Develop and maintain good communications with clients, community partners and coordinating agencies.
- Determine eligibility and update changes to customers cases within mandated deadlines in State of Colorado OIT Mainframe.
- Make referrals to customers needing additional services such as Food Assistance, Cash Programs, Housing, etc.
- Attend training to maintain/enhance knowledge and professionalism..

Education

