**Veronica L. Jordan**

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**OBJECTIVE**

**Office Administrator**

**SKILLS AND ABILITIES**

**• Customer Satisfaction • Web Design**

**•Appointment Scheduling • Digital Photography**

**• Electronic Billing • Microsoft Office**

**• Database Management • Data Entry**

**•Trouble Shooting •Ten Key by Touch**

**• Negotiation/Problem Solving • Multi Level Phone**

**EXPERIENCE**

**Life Agent, American Income Life Insurance Company, Ontario, CA** 2015- present

• Licensed Life and Accident & Health Agent in good standing

• Present Supplemental benefits to Union, Credit Union and Association members.

• Resolve all underwriting issues and communicate with all participants.

• Daily calls, paperwork and follow up with home office and clients.

• Deliver policies and visit clients to review current coverage and needs.

**General Manager, Mother of Peace Community, Mutoko, Zimbabwe Africa** 2014-2015

• General Manager of the first orphanage in Zimbabwe.

• Daily operations of a community with 80 children, 66 employees,

Health clinic and a farm with crops, dairy, beef, poultry and piggery.

• Negotiated grants, donations and in-kind fundraisers with international NGO’s.

• Coordinate 6 HODs and liaison with Trust Board and Management Committee.

• Plan and facilitate management meetings.

**Self-Awareness Institute, Program Coordinator, Sacramento, CA** 2009-2014

I was the assistant coordinator for a Hypnotherapist who ran a weekend therapy program.

• Set up training for assistants.

• Prepare all paperwork and folders for the 3 day therapy program.

• Shop, print, organize and facilitate all pick-up and delivery of supplies.

• Supervise the assistants in a therapeutic environment.

• Research new therapy tools needed for program.

**Treatment Coordinator and Billing Manager, Smile Doctor, Sacramento, CA** 2009-2012

Responsible for all the dental billing, treatment acceptance and scheduling for the general practice.

• Insurance payments, patient financial arrangements and delinquent accounts.

• I utilized in house and off site credit to facilitate securing dental and sleep appliance treatment.

• Facilitate daily huddle and reconciled weekly, monthly and YTD reports.

**Billing and Collection Lead, Personalized Dental Care, Roseville, CA** 2002 - 2009

Managed all the dental insurance, patient billing and collection of a nine doctor group practice that maintained ten million dollars production annually.

• Insured all insurance claims correctly coded, documented and submitted promptly.

• Collect and post insurance and patient payments.

• Submit monthly statements to patients and reconcile all accounts.

• Prepared letters, legal documents and financial arrangements on accounts and maintained

98% collection to production ratio consistently.

**EDUCATION**

Certificate of Ministry, Pacific School of Religion, Berkeley, CA

Psychology, University of Missouri, Kansas City, MO

**PERSONAL SKILLS**

Ethical Effective Time Management

Dependable Creative Problem Solving

Great People Skills Strong Negotiating Skills

Great Client Relations Team Player