

Jelena Tomic

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EXPERIENCE

Unicorn Freight Solutions LLC, Merrionette park, IL — Safety director

Oct 2020- PRESENT

Plans and implements safety policies and procedures in compliance with local, state, and federal rules and regulations including Occupational Safety and Health Administration (OSHA), Department of Transportation / Federal Motor Carrier Administration (DOT/FMCSA).

Advises management on safety compliance concerns and preventative actions.

Plans and implements training for employees in work site safety practices.

Maintains safety files and records Performs safety surveys and inspections, prepares written reports of findings and recommendations for corrective or preventive measures where indicated and follows up to ensure measures have been implemented.

Conducts post-accident investigation and prepares reports identifying possible accident causes and hazards for use by company personnel and senior management.

Sets up and conducts training.

Works to develop, evaluate and upgrade safety programs. (Keeps program current)

Assist and maintain environmental reports including Storm water permits, SPCC etc.

refer experience in OSHA, DOT (FMCSA), PHMSA, FRA and EPA regulatory requirements. Excellent Computer, communication and training skills .

AAA Freight INC, South Holland, IL — Claims Specialist

FEB 2020 - OCT 2020

Possess knowledge of general accounting principles, creating daily and weekly claims.

Investigate each claim by gathering information, conducting interviews, taking statements, conducting website research as needed, reviewing and

SKILLS

HTML5, CSS3, JavaScript, JQuery, API, Bootstrap, Google Fonts, Node.js, MySQL, Sequelize, MongoDB, Express, Bcrypt, Jest, Express-session, Express-Handlebars, Handlebars, API Route, REACT, MERN

Certifications and Licensure

Professional MakeUp artist
MAY 2016

Advanced MakeUp license
OCT 2016

LANGUAGES

English, Serbian, German

analyzing reports and related bills.

Complete freight claim paperwork with a transportation provider, paper or electronic.

Submit revised mitigation paperwork when applicable.

Track communications and follow ups with transportation providers during the claims process.

Negotiate settlements with carriers on behalf of the client by mutual communication and agreement.

Identify and communicate recurring operations errors to management when applicable.

Request documentation and information needed from carriers to resolve claims or letters of denial.

Produce claims reports as requested.

Screen and distribute incoming claims mail and email.

Communicate updates on freight claims to claimant parties when requested.

Assist department and front office with miscellaneous duties. Handle multi-department filing.

Ensure timely and effective claims resolution.

Provide outstanding customer service throughout every stage of the claims process.

Sand Beach store, Myrtle Beach, SC — *Cashier*

FEB 2019 - SEPT 2019

- Handle cash, credit, or check transactions with customers
- Scan goods and collect payments
- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Redeem stamps and coupons
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
- Make sales referrals, cross-sell products, and introduce new ones
- Resolve customer complaints, guide them, and provide relevant information
- Bag items carefully
- Greet customers when entering or leaving establishment
- Maintain clean and tidy checkout areas
- Keep reports of transactions
- Process returns and check to see if items are damaged
- Answer customers' questions and get a manager if answer doesn't solve the issue
- Bag, box, or wrap packages
- Provide excellent customer service to ensure satisfaction

EDUCATION

Northwestern University Bootcamp, Chicago, IL —

Full Stack Development

May 2022 - NOV 2022

Faculty of Transport and Traffic Engineering , Belgrade, Serbia —

Bachelor of Science in Traffic Engineering

OCT 2013 - May 2018

PROJECTS

Shaken or Stirred Cocktails —

https://github.com/NWbootcamp/ShakenorStirred_Cocktails

What are you drinking tonight? Don't know? Shaken or Stirred has you covered! The site suggests cocktails for whatever kind of evening you want to have. The site will pull random cocktails and allows the user to get a more curated choice by specifying what kind of night they want to have, or what liquor they want to use (including none!). And if the user is under 21, it offers a fun mix of non-alcoholic drinks. Drink choice includes a photo of the drink and the drinks name, ingredients, and instructions to make it.

Crunch Track —

<https://github.com/Crunch-Track-Team-5/CrunchTrack>

Crunch Track is a user-friendly app that allows the user to follow a workout routine based on their selections. Crunch Track makes it fun and simple to begin working out and even provides a video to show how to properly complete the exercise.

Project Name — Detail

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