

## CUSTOMER SERVICE SPECIALIST III

### Summary

To attain a position in public and/or legal administration or similar field.

### Highlights

- Notary Public 2002 - present  
NYS Division of Budget;  
NYS Contract Mgmt. System; NYS Grants Gateway and  
SFS Financial System  
Software Proficiency Intermediate  
in Microsoft Office Suites, Outlook, Excel, Access,  
PowerPoint; Adobe, Acrobat; Sitefinity, 4.7; WordPerfect  
5 - 10; DOS, SFS Financial Management System/Oracle,  
Lotus Notes and Heavy Dictaphone/transcription skills;  
Dual Monitor experience. Able to work with a diverse  
group of people and all levels of management and staff;  
both independently and as a team; adapts quickly to new  
work environments.
- Computer Applications
- Citrix Applications, Internet  
Explorer, familiar with  
multiple office copy  
machines/scanners, able to  
learn new software  
programs quickly and  
efficiently.
- Managed cash and daily  
summary reports

### Accomplishments

Acquired 2 Master's degrees within three and a half years, graduating Summa Cum Laude. It shows I can get things done that I put my mind to, no matter the difficulty. I excel well in a challenging work environment. Able to work well with a diverse group of individuals.

### Experience

Customer Service Specialist III Mar 2016 to Aug 2016

Company Name - City , State

- Provided great customer service to consumers who call the Health Marketplace for insurance Properly validated and authenticated consumers seeking assistance with their marketplace accounts Assisted consumers with enrollment into various types of health insurance through the Marketplace Informed consumers about their Marketplace accounts and make any updates as needed Assisted consumers in applying and renewing their coverage as well as walking them through the process Set up and validated family members as authorized representatives to speak on behalf of account holder.

Mgmt. Specialist & MWBE Liaison Sep 2015 to Feb 2016

Company Name - City , State

- Created and input B1184's into Division of Budget system for Grants Received and processed all M/WBE Requests for Waiver forms for State Contractors Maintained business relationship with project managers and department heads to ensure contractors are following MWBE Rules and Regulations Utilized the Contract Management System using Access and Excel Contacted Executive Chambers for Waiver Requests status updates & changes needed to get them approved Met with Project Managers and Dept.
- Heads to discuss issues centered around meeting MWBE goals Prepared and submitted monthly & quarterly MWBE Utilization Reports to Executive Chambers.

Deputy City Clerk Jan 2014 to Aug 2015

Company Name - City , State

- Maintained business with and direct the public to appropriate offices or other entities as needed.
- Managed the daily operations of issuing marriage licenses, marriage certifications, reservoir fishing permits.
- Issued dog licenses and secure dog redemption payments, replace dog tags, update rabies info in BAS System.
- Created and submit payment vouchers for bills and office subscriptions.
- Accepted monies and checks for all licenses, permits and order supplies.
- Managed incoming mail and send out mailed-in requests for licenses, certifications and permits.

- Copied and distributed agendas and meetings to city council members and department heads, as well as upload the agendas and minutes to our website using Sitefinity 4.7.
- Accepted Legal service on the City of Troy for Notices of Claim against the City and the Troy Police Dept.
- Managed and count daily cash drawer, prepare bank deposit slips and daily cash summary sheets, input same into Excel spreadsheet for monthly income reporting.

Administrative Assistant Jul 2011 to Dec 2013

Company Name - City , State

- Managed daily operations of Grant contract processing from input to tracking approval process.
- State Grant and contract file management, auditing and compliance of documents including but not limited to verification of B1184's, Vend Rep, Charities Registration or Exemption, Insurance forms, etc.
- Corresponded and communicated contract information requirements with different program representatives.
- Managed all incoming grant contracts and renewals for different state and municipal entities.
- Managed and trained incoming staff, state workers and temps, in Contract Management and Auditing.
- Created training materials for staff for SFS and Vend Rep System.
- Audited all grant contracts to process in SFS system, after full review and documentation is received.
- Monitored grant contract review and compliance of all temps to ensure contracts met all requirements.
- Created purchase orders from data input while entering grant contract information into Access database, while denoting encumbrance amounts for AG and OSC processing.
- Coordinated with program department teams to gather missing information to complete contract pkg.

Keyboard Specialist I Sep 2007 to Jul 2010

Company Name - City , State

- Maintained Inmate Appeals in the legal office of the NYS Division of Parole by comparing the Information received to the information in the system using FPMS and PARMIS, Access and Excel; Requested and maintained inmate records for upcoming inmate appeals, or forwarded to DCJS/AG's office or representing attorney's office as requested Checked parole hearing dates and input the new data to start the appeal process; Sent correspondence to inmates/attorneys regarding upcoming appeal deadlines; Opened and input briefs received as approved by either attorneys or inmates (pro se); Pulled files to complete appeal process, placed appropriately to be reviewed by the Board Members for decision making; answered incoming calls accordingly and/or relayed to proper attorney.

Information Technical Assistant Jan 2007 to Aug 2007

Company Name - City , State

- Handled individual user access forms (IUA's) for all correctional facilities via mainframe and deleted and changed user access for facility users.
- Answered emails to grant access needed for users who changed positions and/or facilities.
- Installed Lotus Notes enabling user access, utilized Bluezone and Console to add.
- Fileshare access; utilized a ghost program such as Citrix Applications along with MS Word/Excel.

Education

Masters of Public Administration , Government & Policy August 2012 Grand Canyon University  
Government & Policy

Masters of Science , Criminal Justice - Administration of Justice & Security June 2010 University  
of Phoenix Criminal Justice - Administration of Justice & Security

Bachelors of Science , Business Organizational Management May 2005 The Kings College  
Business Organizational Management

Associates Degree , Administrative Occupational Studies May 2003 Olean Business Institute  
Administrative Occupational Studies

Skills

Acrobat, Adobe, Contract Auditing, backup, case management, Citrix, set up conferences, Contract Mgmt, Contract Management, contract review, council meetings, customer service, data entry, decision making, Dictaphone, documentation, DOS, editing, email, filing, file management, Financial Management, Waiver forms, Grants Gateway knowledge, litigation, Loss Prevention, Lotus Notes, mailing, mainframe, meetings, Access database, Excel, mail, office, Microsoft Office Suites, Outlook, PowerPoint, MS Word, monitors, Notary Public, Oracle, copy machines, receptionist duties when necessary, scanners, spreadsheet, training materials, transcription