

IT Security Analyst IT Security Analyst Marketing Assistant - Diamond Resorts International
Kissimmee, FL Case Management Undertake assignments given by the Casework Supervisor;
prioritize cases and set objectives in consultation with Supervisor. Keep detailed records of every
case, referral, and contacts. Complete application and secure signatures on client forms, including
releases of confidential information. Guide clients to choose the most appropriate route in
accordance to their needs. Relate to finding out the needs of the client and helping the client to
reach his goals and fulfill their needs. Attend training sessions. Customer Service Provide direct
service and support to individuals or clients. Recruit, interview, and hire or sign up customers and
staff. Establish and maintain relationships with other agencies and organizations in community to
meet community needs and to ensure that services are not duplicated. Establish and oversee
administrative procedures to meet objectives set by boards of directors or senior management.
Participate in the determination of organizational policies regarding such issues as participant
eligibility, program requirements, and program benefits. Prepare and maintain records and reports,
such as, personnel records, or training manuals. Work Experience IT Security Analyst
ATX/Broadview Networks, Inc - Philadelphia, PA November 2006 to April 2007 Central Office Tech
(layoff) NOC II Specialist (layoff) XO Communications Inc - Edison, NJ November 2005 to
November 2006 Account Management Specialist Vonage Holding Corp - Edison, NJ February 2005
to November 2006 Bankruptcy Analyst Franklin Credit Management Corp - New York, NY January
2004 to February 2005 Education Slippery Rock University Additional Information Key Skills:
Customer Service Case Management Data Entry Communication Time Management
Microsoft Office Notary Public Multitasking Softime

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