

Omari MILLER

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Employment History

02/2012- 01/2013

Farmers Citizens Bank- Part time Teller

- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents

09/2011- 01/2012

Garden City Law Firm- Claims admin

- Intake of class action lawsuit claims
- Answer inbound calls display excellent customer service
- Process claimant records
- Administer benefit rewards from settlements
- Act in behalf of the courts as a court appointed administrator
- Prepare legal documents and briefs to be filled with court
- Access claimant verification function

04/2011-09/2011

Nationwide Better Health- Intake CSR

- Manage health and productivity on a daily basis for variety of customers.

- Verify coverage under various policies or policy provisions based on customer contract.
- Utilize various information sources, (re: Databases, Information Systems, Associates, and Resolve Issue.
- Demonstrate first resolution customers service skill with each customer.
- Educate and inform each customer on his/her FMLA, Worker comp, and Short term disability rights.
- Conduct the initial intake for Short Term Disability
- Produce and record medical information for FMLA claims.
- Contact customers and verify medical information for timely claims processing.
- Acknowledged for my excellent customer service.

09/2010-03/2011

Farmers Insurance - Contact Manager

- Create insurance packages for new customers.
- Multitask responsibilities with limited supervision.
- Handle tasks as incoming calls for inquiries, contact potential customers, develop and excite interest, and regain lost business.
- Correct and evaluate any errors, send mailings , respond to emails, and initiate contact for online quotes.
- Accounts Payable, and Receiving.

06/2007-08/2008

Chase Bank- Finance Advisor

- Deliver world class customer service to millions of card members daily.
- Follow and maintain sensitive data information and security for each card member.
- Accounts billing, Payable, and Receiving.
- Responsible for keeping all card member information secure.
- Developed accounting skills in annual percentage rates and calculations.
- Solved all member issues in timely fashion, while still up holding company policies.
- T&E, P-Card, TAS Transactions.

12/2005-05/2007

State Farm Insurance- Marketer

- Initiate cold sales calls using company script.
- Keep log of all allowed quotes on monthly basis.
- Implemented new ideas that gained new business.

- Developed new script for new hires to train more effectively.
- Increased sales of new business for 6 consecutive months.
- Awarded for outstanding sales leader 3 months straight.

Education History:

Ohio Business College

- General Studies/ Dental Hygiene
- Dental Sciences
- Dental Terminology
- Dental Assisting ethics
- Dental/ Medical law

Olentangy High School

- General studies/ Advance business management classes
- Experience in auto, electronic, software repair, and account mangement.

References

Rach Dade	Former employer	614-893-7072
Adam Miller	Former employer	614-595-1117
Aaron Wangugi Peer		614-971-3671