



## Objective

To obtain a position that provides the opportunity for growth within a business that encourages responsibility, innovation, improvement and philanthropy.

## Experience

*2011-Present Local 74 United Service Workers Union / Legal Assistant and Welfare Representative*

- Provided assistance to the Fund Administrator and Attorney, including management of records, subpoena responses, interviews, meeting coordination/planning, and recording of meeting minutes.
- Served as coordinator for the Training & Scholarship program by reviewing applications, enrollments, permits, Trustee determinations, and providing correspondence.
- Participated in project development of new system for management of dues and benefits.
- Maintained accurate system records and provided customer service as a welfare benefits representative by processing enrollment, tracking eligibility and handling calls from members/providers. As a non-profit and self-funded organization, all contracts with providers were Administrative Services Only.

*2007–2010 The Standard / Disability Benefits Processor & Analyst*

- Processed the receipt of new claims, established system records and provided support to 14+ teams consisting of analysts, vocational and medical case managers. Maintained timely and detail-oriented work practices while exceeding expectations of internal standards of performance, state and federal regulations. Experience in both the Portland, OR and White Plains, NY offices.
- Served as a team leader/liaison within the department with a focus on correspondence with internal and external customers. Completed monthly auditing for the department.
- Account Management experience with regional and national/specialized groups.
- Utilized analytical skills with medical, occupational, and financial documentation to investigate and claims of varying liabilities and complexities.
- Created and facilitated training materials while participating in a long term department-wide project, including one-on-one training for new employees

*2005–2007 Mt. Tabor Dental / Office Coordinator/Sterilization Technician*

- Managed and assisted clinicians as needed to maintain an efficient and production-based schedule while maintaining strict levels of privacy in accordance with the Health Insurance Portability and Accountability Act (HIPAA).
- Sterilization, management of inventory, radiographs.
- Maintaining a strong rapport with offices of referral.

## Education

*2005 Oregon Health Sciences University / Dental Radiography Certification*

- Completed 50 hours of lecture and lab, with extensive experience in full mouth radiograph series.
- DANB test completed and certificate presented August 2005.

*2002-2004 Mt. Hood Community College / Allied Health studies.*

- Classes included: Psychology, Sociology, Writing, Interpersonal Communications, Medical Terminology, Stress Management, Anatomy & Physiology, Chemistry, and Business.

## Skills

- Typing: 83 wpm, 99% accuracy (SkillCheck Online Testing as of 12/6/2010)
- Great attention to detail, highly organized.
- Proficient with both Mac and PC in Word, Excel, Power Point, ODS Daisy, ProClaim, Oracle, and FileNet applications.
- Certified in Dental Radiography.