Brenda G Anderson 497 S 17th St St Helens, Or 97051 503-758-7691 brendaganderson@comcast.net

I am a sincere, loyal and dedicated individual who has a great deal of ambition. Although I have extensive experience in the clerical industry, I love to learn, and am always up to a challenge. I get along well with others, while also working efficiently on my own. I am seeking a position where I can develop and excel while giving my best to an employer.

**Qualifications**

* Enthusiastic, creative and willing to assume increased responsibilities.
* A quick learner with the ability to adapt to new challenges.
* Word, Excel, Power Point and other basic computer program knowledge.
* 10 key by touch (190 spm/11000 sph)
* Type 45 wpm

**Strengths** Dependable, Enthusiastic, Responsible, Reliable, Detail-Oriented, Organized and Punctual.

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| **Records Clerk Farmers Insurance-Hillsboro, OR, Mar 2007 – Jan 2012** |
| Review incoming mail and faxes to determine which section should handle; assigns transactions through ACU and sorts for distribution; identify complaints and second requests; set up new business and quote folders; pull and deliver file requests; maintain file shelves by replacing worn files; check for lost or missing files; purge files and send to off site location; process mail that was undeliverable; contact agents to obtain policy numbers; order information for MVR's |
| **Customer Advocate Paratransit-Portland, OR Mar 2004 - Feb 2007** |
| Managed up to 200 calls per day; utilized Trapeze program to reserve, cancel and change ride requests; verified accuracy of customer information; developed an efficient process for scheduling 25-30 people on a ride; facilitated the fax/email ride requests; improved the employee manual; mentored the agencies on the reservation procedures. |
| **Customer Service Empire Co-Portland, OR Jul 2002 - Nov 2002** |
| Obtained and evaluate all relevant information to handle inquiries and complaints; answered calls regarding uniform orders and status of orders; processed orders, forms, applications and requests; directed requests and unresolved issues to the designated resource | |
| **Customer Service 800.COM-Portland, OR Dec 1999 - Feb 2002** |
| Communicated directly with customers by telephone or electronically; responded promptly to customer inquiries; handled and resolved customer complaints; processed orders and return merchandise; kept records of customer interactions and transactions; communicate and coordinate with internal departments; follow up with customer interactions. | |

#### **Educational Profile**

Accounting 1 Western Business College Portland, Or