Mary Strickland

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| **OBJECTIVE** | To obtain a position that allows me to utilize my customer service, time management and computer skills within a growing company. |
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| **QUALIFICATIONS** | 15 years of customer service experience  Strong complex problem solving skills & the ability to make decisions independently  Proficient in Microsoft Word, Excel and PowerPoint  Type 49 words per minute  Result driven and goal oriented  Exceptional communication and interpersonal skills |
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| **PROFESSIONAL EXPERIENCE** | Cashier  Jubitz Marketplace 10205 N Vancouver Way Portland, OR 97217 2011-Current  Answer customer questions and give information on area and facility directions  Count money in cash drawers to ensure that amounts are correct  Issue receipts, refunds, credits, or change due to customers  Resolve customer complaints  Take messages as required according to scripts & guidelines  Medical Claims Adjuster  Farmers Insurance 12323 SW 66th Portland, OR 97223 2007-2009  Verified Insurance Eligibility & Benefits  Verified, identified, and input Other Coverage Information  Maintained billing accuracy & compliance  Explained medical claims process, policies and procedures to insureds    Satellite Technician/Camera Operator  Trident Network Services 2441 Impala Dr Carlsbad, Ca 2002-2007  (Contracted in the City of Portland)  Operated camera during live broadcast  Installed decoders and maintained equipment  Ran graphics station during live events  In charge of setting up control room for live broadcasts |
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|  | Director  Portland Public Schools 501 N Dixon Portland, OR 97227 2001-2002  Organized daily shot lists for television show  Learned basic Spanish  Operated audio board |
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|  | Production Assistant  At Large Films 807 NE Couch Portland, OR 97232 1998-2000  Prepared time-sensitive pre-production materials  Assisted Production Coordinator with special client needs  Answered phones |
| **Military** | United States Army Reserves  1995-2003  Civil Affairs Specialist  Honorable Discharge |
| **EDUCATION** | Jefferson High School 5210 N Kerby Portland, OR 97217 1987-1991 |
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