**MELISSA SNYDER**

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**PROFESSIONAL EXPERIENCE**

***The Standard Insurance Co. – November 2006 – present***

***Rating Analyst***

* Analyze and interpret group insurance calculation requests and enter coverage plan designs into system applications to produce timely and accurate sales proposals, new group, amendment and renewal rates
* Analyze, interpret and reformat data submitted electronically
* Determine and apply occupational and industry codes for calculations using underwriting guidelines to provide sales proposals within actuarial standards

***Policy Administration Specialist***

* Communicate sensitive policy information and service options on contractual provisions and regulations
* Provide customer service and communicate policy administration practices to Human Resources professionals and field sales staff
* Negotiate satisfactory solutions with Human Resources professionals to recover outstanding premiums
* Receive insurance premium payments and post them for proper recording and processing
* Acted as the point of contact for customer questions and issues with the AdminEASE system

***Benefits Financial Specialist***

* Ensure moneys paid and received are accurately applied and processed
* Handle complex financial services including FICA withholding, stale dated checks, expense payments, collection, stops and voids, EFT setups and benefit transfers and wires
* Accurately balance claim payment and tax accounting activities through review and reconciliation of various claim systems to group experience, DISC-IRS and the general ledger and determine and implement action needed to resolve all inconsistencies
* Support and provide accounting and tax assistance for CFS, actuarial, treasury, operations and other areas as needed

***Customer Service Representative – Airway Supply, Portland, Oregon – Aug 2005 – July 2006***

* Provide service to customers over the phone and in person including filter sales, purchasing and pricing
* Perform inside sales duties including product pricing, description and production of sales quotes for potential, new and existing customers
* Serve as administrative assistant to branch manager
* Post daily sales orders for proper customer billing and inventory tracking
* Purchase filters, belts and supplies for our customers through our vendors

***Customer Service Representative – Busey Bank, Urbana, Illinois – Nov 2004 – March 2005***

* Provide service to customers and associates over the phone and through e-mail including inquires for deposit accounts, check orders and general banking and basic internet banking questions
* Maintain confidentiality regarding customers’ personal account information
* Process closed accounts, address, service charge and portfolio changes, stop payments, alerts and combined statements

***Customer Service Representative – Cingular Wireless, Rantoul, Illinois – Nov 2003 – Nov 2004***

* Respond to customer’s questions/concerns regarding billing, Cingular service, and cellular phone repair
* Authorized to make decisions on whether or not to give monetary credits on customer accounts
* Maintain confidentiality regarding customers’ personal account information
* Responsible for quickly and accurately noting all interactions with customers and updates made to customer accounts
* Required to meet and exceed several daily and monthly customer service related goals

***Customer Service Representative – Kohl’s Department Store, Champaign, Illinois – Nov 1997 – Aug 2003***

* Assisted customers with locating and purchasing merchandise
* Trained new employees in sales/marketing, customer service, and money handling
* Operated and balanced a computerized cash register system

***Facilities Graduate Assistant – WIU Campus Recreation Center, Macomb, Illinois – Jan 2002 – May 2002***

* Supervise undergraduate student workers in various areas of the recreation center
* Respond to at risk/emergency situations
  + CPR certified
  + Automated External Defibrillator (AED) certified
* Authorized to suspend users participation upon misconduct and violation of recreation center rules
* Implementation of campus wide list processor marketing programs for departments of the recreation center

***Intern Web Producer – Sol Tec Inc., Champaign, Illinois – Summer 2000***

* Member of a four-person team responsible for designing and developing e-commerce web sites
* Developed, modified, and used MySQL database embedded in e-commerce web sites
* Coded web pages using Ace-in-a-box (ACE) scripting language
* Performed maintenance on many web pages solving problems with MySQL databases, HTML, and ACE
* Used HTML to paginate web pages using proper tables and frames
* Used PhotoShop for design of web sites by saving flattened .psd files to the web as .gif or .jpg files
* Proficient with File Transfer Protocol (FTP) navigation through Sol Tec’s different web servers

**EDUCATION**

**Master of Business Administration – May 2001 – July 2003**

Western Illinois University, Macomb, Illinois

* Completed 33 credit hours towards the completion of an **MBA**
* Emphasis in **Management**

**Bachelor of Science – December 2000**

Western Illinois University, Macomb, Illinois

Major: **Computer Science**

Minor: **Information Management**

Parkland College, Champaign, Illinois – August 1996 – May 1998

* Completed 60 credit hours of general education requirements

**COMPUTER SKILLS**

**Programming**

* C, C++, JAVA, COBOL, Assembly, MySQL, SQL, HTML

**Software & Operating Systems**

* Microsoft Windows, Microsoft Office, Internet Explorer, Microsoft Visual C++, UNIX, Photoshop, Visible Analyst, Microsoft Access, Oracle8, Novell NetWare 4.12, CuteFTP, Allaire HomeSite

**AFFILIATIONS**

**Windows 7 Champion – Standard Insurance Company – Portland, Oregon**

* Test department systems and applications on Windows 7 and Outlook 13 to ensure functionality for a company wide upgrade

**Women’s Career Network – Standard Insurance Company – Portland, Oregon**

* Member – Attend monthly networking and women’s professional development events

**Green Team – Standard Insurance Company – Portland, Oregon**

* ***Web Site Author –*** Responsible for updating the company-supported Green Team web site
* ***Membership Coordinator*** – Company-supported committee to help gain support and to enlist individuals for the Green Team

**Sigma Iota Epsilon – Western Illinois University – Macomb, Illinois**

* Member of the national honorary and professional management fraternity

**Computer Science Association – Western Illinois University – Macomb, Illinois**

* ***Officer at Large*** – Maintained liaisons between members and elected officers and assisted with administrative duties of the CSA
* ***Special Events/Newsletter Committee Chair*** – Conducted weekly meetings covering various responsibilities including composing and editing the CSA newsletter, “CSA Hardcopy”

**JOB RELATED TRAINING**

**Service Mentor Training** – Customer service and call strategy training

**Crucial Conversations Training** – Communication skills training