Objective

A position allowing me to demonstrate my organization, customer service, communication, and group project skills established by 5+ years of employment history.

Profile

I am motivated, personable, creative, and have a talent for mastering technology quickly. I am polite with professionals and non-professionals alike and I am accustomed to handling sensitive, confidential records.

I am flexible and adaptable; I am able to maintain a sense of humor under pressure. I am composed and competent and I thrive in deadline-driven environments.

Skills Summary

|  |  |  |
| --- | --- | --- |
| * Report Preparation * Written Correspondence * General Office Skills | * Computer Savvy * Customer Service * Scheduling * Freight and Merchandising | * Insurance Billing * Front-Office Operations * Professional Presentations |

Professional Experience

## Communication

* Review, correct and input data
* Conduct correspondence to customers, vendors and drivers.
* Review and order all needed parts for trucks and trailers.
* Communicate medical concepts to members using layman’s terms to facilitate understanding.
* Rapidly learn and master varied computer programs; proficient in Microsoft Office with Mac and PC

## Customer Service/ Problem Solving

* Provided impeccable customer service with three companies.
  + Medical Insurance, Award winning cellular phone company, home appliance products

## DETAIL MASTERY & Organization

* Manage all aspects of day-to-day operations
  + Requested billing for members from doctors offices.
  + Finances: insurance billing, ordering parts and issued pay orders.
  + Scheduled pick up and drop offs for all freight out of Northern California and Northern Nevada.
  + Order truck parts from service providers; manage inventory, and stock shelves.
  + Compliance with all healthcare facility, insurance requirements, HIPAA, Medicare and federal trucking laws.

Employment History

Regence BCBS of Oregon – Salem, Oregon   
Member Services, October 2008 to August 2009

May Trucking Co. – Brooks, Oregon  
Customer Service/ Parts Room Assistant, June 2006 to October 2008

T-Mobile – Salem, Oregon  
Customer Service Representative, January 2006 to May 2006

Signal Northwest – Albany, Oregon  
Customer Service Representative, July 2005 to January 2006

Chemeketa Community College – Salem, Oregon  
Media Assistant, July 2004 to July 2005

Education

Chemeketa Community College – Salem, Oregon  
Associates of Arts Oregon Transfer Degree

Oregon State University – Corvallis, Oregon  
Bachelors of Art: Art History and History   
(Duel Degree with a foreign language, Italian and French.)

**References \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Renato Feijo: Chemeketa Community College, Media

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