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| **Sarah zuege**9584 pearl cirlce, unit 203 PARKER, co 80134(303) 775-8501Szuege20@gmail.com | | | | | |
| overview | | | | | |
|  | | A highly motivated Logistics Professional with a verifiable record of accomplishment within the transportation, logistics and medical billing sectors. Highly creative, recognized as a results-oriented and solution-focused individual who exceeds expectations. Areas of strength include: | | | |
| Billing  Detail Oriented  Organizational Skills  Self-Starter   * Team Player | Problem Resolution  Customer Satisfaction  Communication Skills  Time Management Skills/Multitasking   * Research Abilities | | |
| education | | | | | |
|  | | University of Colorado at Colorado Springs Major: English, Degree not completed Aims Community College | | | 2001-2003  2006 |
|  | | Major: Criminal Justice, Degree not completed | | | |
| Computer skills/software | | | | | |
|  | | Proficient with MAC and PC Systems; Microsoft Office Suite– All Current Versions  Great Plains CRM; ADP and UtiliPro Payroll Systems  Xcelerator Courier Management, Wolin Warehouse Management  MediSoft Medical Billing, Macromedia DreamWeaver, Lotus Notes  Custom Software: Netlink and GX - internally designed Company Management System  Proficient with Snagit and Viewlet Builder | | | |
| PROFESSIONAL EXPERIENCE | | | | | |
|  | | GX Project Specialist/Training Specialist | | August 2013-Present | |
| Network Global Logistics  *Provider of third party time-critical transportation, logistics and warehousing services.*   * Assist with the development and implementation of an internally designed logistics management system (GX). * Assist with the development and implementation of training based on the new system.  Billing Specialist January 2013-August 2013  * Process billing for over 20 assigned accounts, update accounts daily with new fees and process weekly invoicing.   Account for all third-party rates, tolls, fees, taxes and other miscellaneous charges.  Investigate disputes daily with agent mileage, customer satisfaction discounts and dispatch entry errors.   * Monthly account review and close out including reporting to verify billing accuracy. * Nominated to testing team for new GX software rollout. Test software weekly and report findings to Software Engineers and Project Management. | | | |
|  | | Call Center Supervisor February 2012-December 2012  * Supervised team of seven 3rd shift employees. Management duties included scheduling, discipline, training, payroll and employee relations. * Assisted in developing training program for FedEx Same Day program. * Additional Inbound Customer Service duties included: Order taking and dispatch, client specific inventory management, agent and independent contractor relations, customer escalations and resolution. * Implemented cost effective delivery methods to exceed customer expectations domestically and internationally. * Promoted to Billing Specialist after less than one year.  Lead Customer Service Representative March 2010-January 2012  * Supervised Customer Service Agents and Traffic Coordinators taking incoming calls and assisting with customer orders. Observed quality and ensured that all necessary protocols were met. * Assisted Clients with specific inventory management requests requiring extensive knowledge of Standard Operating Procedures. * Worked with Airlines and other parties to ensure that critical medical and donor shipments, as well as all other shipments, arrived successfully. Located missing shipments and rerouted for delivery. * Promoted to Supervisor in less than two years.  Receptionist/Security Assistant June 2008-July 2009 *Seagate Technology, Longmont, CO World leader in hard disk drives and storage solutions.*   * Assisted/Directed callers on multi-line phone system, assist visitors and employees as needed. * Assisted Security Manager by taking weekly meeting minutes for Site Emergency Team meeting. * Developed internal website for Security Department. * Assisted Accounting Manager with various administrative tasks such as updating policies and procedures and managing Driver Tracking project consisting of scanning over 200K hard drives into a central database for further reconciliation.  Office Manager August 2003-April 2008 *Southwest Acupuncture College, Boulder, CO* *School of Oriental medicine offering an accredited professional degree program.*   * Managed scheduling for 80+ student interns and 12+ professional acupuncturists. * Responsible for hiring and training 5 student workers in general office duties for off-hours coverage. * Patient scheduling and managed Check In/Out procedure for all patients. * AP/AR and monthly patient billing. Quarterly patient file auditing and storage. Patient collections. * Monthly supply inventory and procurement. | | | |  |
| Accomplishments | | | | | |
|  | | Promoted to Supervisor in less than two years; Promoted to Billing Specialist in less than one year.  Nominated to testing team for rollout of new company management software.   * Entrusted with confidential payroll processing for 3rd shift employees alleviating pressure on 1st shift Managers. * Certified (IAC Standard Security Program) by the Transportation Security Administration. | | | |
| references | | | | | |
|  | Promptly furnished upon request. | | | | |