**Alex Bless**

**229 San Jose Ave, #A**

**San Fran, CA 94110**

**Mobile: 727-644-9718**

**Email: Akb234567@Aol.com**

**Objective**:   
I am looking for a challenging and demanding role, where I can use all the skills and knowledge I have gained during my thirteen long years of experience. I am very creative, curious and a go-getter who plays well with others. Let me show you what I can do for your company in a face to face interview. It is a decision you will never regret.

# Financial Credit Services (BayCare Health Systems) 2004-2015

# Recovery Specialist 2006-2015

Recovery Support Specialist where I provided assistance and incident resolution support to Baycares IS customers, provided desktop hardware support, timely technical support and troubleshooting for systems, working with other team members to implement and provide system and technology support, system security and preventive maintenance programs.

**Client Relations Representative/ Collections 2004-2006**

Responsibilities included contacting insurance companies and/or patients regarding overdue accounts and following up on claims and the resubmission of claims. As well as negotiating with the patients to get their past due account paid in full.

# Certegy ( Spherion Staffing Temp) 2004-2004

# Fraud Analyst

Honed personal skills to research, analyze, and prioritize problems in a fast pace environment. Along with strong analytical and decision making skills and the ability to work with stringent deadlines. Live tracking was part of my daily transaction activity. I would profile and find a pattern in order to locate fraudulent check writers while working with financial institutions, internet merchants and loss prevention. I would develop new ways to identify and stop fraud. Research and report on calls received from law enforcement and other loss prevention / security agencies. Work in accordance with risk analysts to help identify and reduce excessive losses for specific accounts. Conform to meet special project requests.

# Xerox Capital Services ( Apple One Staffing Temp) 2003-2003 Billing Administrator

Responsible for customer invoice generation, Focusing on timeliness and accuracy for a specific customer set. Some of my daily taks included: Billing Quality, purchase order acquisition/ Resloution, unbilled revenue resolution, manual/ customized invoicing to meet customer requirements, accurate meter input, audit compliance and all other billing related tasks as required. Partner with internal resources to acquire external customers requirements, to produce accurate and timely invoices responsible for renewal purchase order acquisition/ resolution participate in root cause drill down analysis of recurring invoice errors/ Disputes and implement process change to prevent errors and reduce cycle time.

# The Frantz Group (Man Power Temp) 2003-2003

# Market Research Analyst

I would generate revenue for different companies like J.D. Edwards,

Genesys, Acucorp, IBM, Saturn, Geac. Also would do data scrubs where I

would go though an Excel spreadsheet and update and make any changes

necessary, while collecting valuable market intelligence information. As

well as developing a through understanding of each business and their

products and/or services. Each Month we would have a personal goal, as

well as a company goal where I was always exceeding my personal goal, as

well as helping the company meet the goal each month.

# J.P. Morgan Chase Bank Card Services 2002-2003

# Account Supervisor

Responsible for creating improved customer relations with card-holders and fostering a team effort mentality among fellow coworkers. Proficiency in Microsoft Windows allowed the means for updating cardholder’s information. *A natural feel for what resulted in stellar customer retention statistics attributed to my constant position among the top 5 percent of the Department. I hold numerous written and verbal accolades from cardholders and as well as management, to my credit.*

# Sam’s Club 2000-2002

# Photo Tech

Became fluid at multi-tasking such activities as answering multiple phones, while assisting customers and training other associates. Daily tasks included accountability for cash receivables and complete operation of a POS system.

**Education**

# *Forest High School* 1996-2000

***Saint Petersburg College*** **2004-2015**

**B.S. Technology Management**

***Bob Hogue School of Real Estate***

Licensed Property Appraiser

**Codify**  2015-2016

Studied Web Development , learned BootStrap, JavaScript, HTML, CSS, JQuery, Twitter BootStrap,

**SKILLS:**

* HTML, CSS, Javascript, Bootstrap, JQuery, Twitter Bootstrap
* Excellent comprehension of official documents
* Ability to handle daily correspondence successfully
* in working hours and professional outlook towards the job
* Excellent communication and interpersonal skills
* Serene face and appealing personality
* Excellent knowledge of all relevant computer applications and internet
* Have the ability to work in a fast paced environment
* Knowledge of Microsoft Office Suite
* The ability to lift heavy weights while on the job
* Willingness to work hard while having fun
* Proven competence in dealing with poignant customers and stressful situations
* CUBS

**HOBBIES:** Building web pages, Computers, Cars, Rollerblading, Traveling

**REFERENCES:**

Available upon Request