

Sarah Anderson

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I am a dedicated business professional seeking new opportunities to utilize and grow my strengths. I have experience leading others and believe my strong work ethic and passion for my work inspires other team members. I look forward to providing my skills to better another organization.

Core Competencies

Project management, team leadership and organization, process improvement, data analysis, retention of policies and legal requirements, detail oriented research and investigation, reconciliation of financial data.

Experience

Business System Analyst – VCU Health System (Richmond, VA) 08/2016 – Present

- Developed, designed, and implemented a state-of-the-art claims management system.
- Maintained and managed database of claim, insurance, and liability information.
- Optimized business functions and sought improvements to the claims management process by leveraging the technology available.
- Used data collected by the claim system to run trend analysis and reporting to identify strengths, weaknesses, and opportunities in our business processes for the department and organization as a whole.
- Administered the claim system from a technical perspective.
- Maintained knowledge regarding the legal requirements of claims handling and administration in the Commonwealth of Virginia for various lines of business including workers' compensation, commercial automotive, general liability (and tort law), and healthcare professional liability.

Claims Representative - VCU Health System (Richmond, VA) 08/2015 – 08/2016

- Reviewed and examined claims made against the VCU Health System.
- Exposed to 8 lines of business. Investigated General Liability claims for the Commonwealth of Virginia, investigated Commercial Automotive claims through a self-insurance program for two different entities of the Health System and worked with carriers to investigate Commercial Property claims.
- Communicated with customers of the Health System on third-party claims.
- Administered payments to vendors and third-party claimants. Communicated with lawyers on litigated claims.
- Took recorded statements of claimants and witnesses when appropriate.
- Communicated with law enforcement agencies to collect information.
- Managed two Industrial Athletic Trainers to facilitate an occupational safety program.

Payroll Administrator and Accounting Specialist - Campus Cookies LLC (Richmond, VA) 04/2015 -12/2015

- Reviewed working hours for all company staff.
- Calculated extended pay and factored in any necessary deductions.
- Created paychecks in QuickBooks Online and disbursed funds to employees on a rotating bi-weekly

schedule based on location.

- Distributed and collected appropriate employment forms for both North Carolina and Virginia.
- Reviewed accounts payable, reconciled accounts, followed up with vendors as necessary, and made appropriate payments while recording all transactions.
- Developed purchase order system to streamline company spending and reduce costs.

**General Manager and Regional Marketing Manager - Campus Cookies LLC (Blacksburg, VA and Greenville NC)
02/2012 -05/2015**

- Oversaw all store operations for location of late-night customer service/food service business.
- Interviewed, hired, trained, and directed staff in store functions and customer service procedures.
- Created workplace schedules and mitigated employee concerns or conflicts.
- Provided customer care by way of direct sales, as well as issue resolution.
- Monitored and recorded inventory.
- Worked with local distributors and vendors to fulfill inventory needs and negotiated to reduce costs.
- Managed daily revenue and bank deposits.
- Hired, trained, and lead marketing staff.
- Worked with local organizations and businesses to provide mutually beneficial marketing efforts.
- Managed marketing budget.
- Directed four additional marketing teams by communicating with their specific area leaders and monitoring activity records.

Education

Virginia Polytechnic Institute and State University (Virginia Tech), 2009-2014

Bachelors of Science in Psychology

American Military University, 2017 – Present (Anticipated Graduation Date: November 2019)

Masters of Business Administration

Concentration: Analytics