To : J. Morrissey

From: Jessica Denny

Topic: Cover letter and resume

I am a recent college graduate from Central Connecticut State University with a Bachelor of Science in Business Management. With seven years of professional work experience, I am a goal oriented and self-motivated worker. My professional skill set includes: communications, learning computer software, teaching computer software, proofreading, reading and interpreting data, strategic goal setting, record keeping, and a vast array of hard earned knowledge. Listed are accomplishments of my previous work history.

* As a Human Resources Assistant at Hebrew Health Care Inc., I managed work related to hire/terminations, benefits coordination, leaves of absence, and status changes for a large employee population. Using Microsoft, Meditech, Kronos and many other forms of software I maintained electronic records. In 2009, I received an award recognizing excellence in the workplace that was only given to a handful of employees that year. I assisted in creating and implementing a computer based I.D. badge system for all employees. Also, I discovered and corrected a billing error that saved the company thousands of dollars in insurance premiums.
* While receiving my education at Central Connecticut State University and volunteering I devoted spare time researching an ethnic issue that is of strategic importance to the economy of the United States. I presented my research at the New England St. Lawrence Valley Association of Geographers Conference on October 30, 2010. In 2011, I was inducted into Delta Mu Delta, National Business Honor Society.

* Previous to being a full-time student and Human Resources Assistant I was an Emergency 911 Dispatcher. I was credited with being one of the newest dispatchers in department history to help safely end a high speed pursuit. I obtained skills on how to handle high stress crisis situations that I still utilize today.

Please review my attached resume for more details. I am seeking immediate employment so feel free to contact me anytime at 402-990-3712 or [jeldenny@gmail.com](mailto:jeldenny@gmail.com). I am looking forward to hearing from you and would be delighted at the chance to interview for this position.

Jessica Denny

43 Belmont Street

New Britain, CT 06053

[jeldenny@gmail.com](mailto:jeldenny@gmail.com)

402-990-3712

**Jessica Lauren Denny**

**43 Belmont Street**

**New Britain, CT 06053**

**Phone:402-990-3712**

**Email:jeldenny@gmail.com**

**Knowledge, Skills, and Abilities**

\*2009-2011 Full time student at CCSU while holding part time employment.

Hebrew Health Care Inc., West Hartford, CT - Human Resource Assistant

2007 to 2009

* Administration of all Human Resource paperwork for a population of 700+ employees involving status changes, employee benefits, pay raises, new hires, terminations, and medical files.
* Mastery of medical and database software including Meditech, MS Office Suite, and Kronos.
* Created and implemented an assistant position in the Nutritional Services Department.
* Managed multiple projects within Human Resources and Nutritional Services Departments.
* Represented Human Resources on a cross-functional team with the Payroll Department to streamline HR/ Payroll objectives.

PayPal Inc., La Vista, NE- Resolutions Agent

2005

* Adjudicated claims for and against PayPal clients regarding chargebacks, fraudulent activities, and general discrepancies of PayPal accounts.
* Resolved client account issues through integration of technology and reasoning skills.
* Ensured client account integrity by investigating and detecting discrepancies in their personal and business payables and receivables amounts.

Greensburg Police Department, Greensburg, IN – E911 Dispatcher

2003-2005

* Provided support over the phone, radio, and computer; emergency response to safely and effectively dispatch police, fire, and EMS to life threatening situations.
* Worked in a cohesive team environment to investigate crimes and documentation.
* Provided customized and detailed instructions to victims and callers on how to safely navigate through crisis situations.

**Education**

Central Connecticut State University

* Bachelor of Science in Business Management - May 2011.

**Honors and Awards**

Central Connecticut State University

* Delta Mu Delta National Business Honor Society - Inducted May 2011
* Dean’s List Spring 2010

New-England St. Lawrence Valley Association of Geographers

* Wrote and presented, “The Fate of the Uzbeks in the 21st Century”, October 2010.

Hebrew Health Care Inc.

* Received award recognizing integrity, hard work, and reaching goals that coincided with the company’s mission, vision, and values.