***Ronnyka Ricks***

509 Church Street

New Britain, CT 06051

(860) 985-2511

[alamar9303@hotmail.com](mailto:alamar9303@hotmail.com)

***Summary of Skills***

Motivated and detail oriented professional who takes initiative. Exceptional multi-tasking and interpersonal skills. Proficient in Microsoft Office and Lotus Notes. Proven organizational, written, and verbal abilities in highly visible positions.

***Professional Experience***

TR Grace/Allied World Assurance Company, Farmington, CT 2011-2012

**Invoice Review Specialist**

Review, analyze, and audit complex and/or large dollar invoices submitted by defense counsel for compliance with Billing Guidelines. Confer with claim staff, law firm personnel, and other vendor’s to identify billing issues. Work to resolve outstanding receivables in a timely manner. Process disbursement checks. Seek additional information from law firms and claim handlers for completion of the bill review process to reach a final resolution on submitted invoices. Evaluate the performance of counsel and other vendors relating to billing practices. Research payment discrepancies. Refine Billing Guidelines as necessary. Assist Claim Analysts by writing denial and ROR letters. Accurately document claim files and maintain a follow up diary system. Prepare and submit legal audit reports. Verify policy information and process payments. Achieved a total company savings over $1,000,000.00.

Ntegrity Fitness, Manchester, CT 2009-2011

**Owner/Manager**

Manage operational, Human Resource, and fiscal activities including payroll, scheduling, budget preparation, billing, sales, and marketing. Conduct interviews, recruit, hire, orient, and schedule new staff. Develop training manuals. Update and maintain employee records. Monitor performance and attendance.

Pro Bono Partnership, Hartford, CT 2008-2009

**Legal Administrative Assistant**

Answer multi phone lines. Prepare State and IRS filings, legal correspondence, memoranda, and memos. Take minutes for advisory board and weekly staff meetings. Submit monthly expense reports. Manage Director’s calendar and contacts. Responsible for maintaining and updating customer database. Prepare presentations and reports as needed. Enter attorney’s billable time into time entry system. Arrange conference calls, meetings, appointments, and travel arrangements. Professionally handle incoming and outgoing client correspondence. Open and update new matters. Prepare engagement and follow up letters. Conduct legal research, conflict checks, client intakes, and assessment. Organize workshops and organizational trainings. Distribute blast emails and newsletters. Order office supplies. Review and proofread grant proposals.

Chubb Specialty Insurance Group, Simsbury, CT 2008-2009

**Underwriting Assistant**

Process endorsements, mid-terms, cancellations, reinstatements, and BOR’s. Assist Underwriters with quoting and binding policies. Obtains and provides loss run reports. Process account renewals. Assist Underwriters with customer communication.

TR Grace/Chubb Specialty Insurance Group, Simsbury, CT 2006-2007

**Paralegal**

Investigate new claims for coverage within established guidelines. Audit and process legal invoices for compliance with Billing Guidelines. Prepare and submit legal audit reports. Verify policy information and process payments. Explain claim and reimbursement policies as needed. Apprise outside defense counsel and insured entities on case status and defense costs. Index and file legal documents throughout the settlement process. Provide training to new employees.

American Customer Care, Bristol, CT 2005-2006

**Customer Service Representative**

Receive, resolve, and document all customer contact. Provide on-line customer service. Place and remove cancellations on client accounts. Take customer orders via phone, fax, and email. Schedule, track, and confirm shipments. Handle customer escalations in a professional manner. Monitor customer orders and answer inquiries regarding order status. Provide order status and pricing information. Enter customer profiles and make adjustments on accounts.

SBC Communications (Now AT&T), New Haven, CT

**Billing Investigation Analyst** (2001-2004)

Prepare, analyze, investigate, and correct billing errors/discrepancies including unbilled telephone numbers. Process billing records including customer refunds, charges, and adjustments. Write and follow up on service orders.

Cingular Wireless (Now AT&T Wireless), Rocky Hill, CT

**Customer Service Specialist** (1996-2001)

Provide stellar customer service to all inbound callers. Trained as a Supervisor Admin to monitor call center operations. Sell products, features, and services to new and existing customers. Consistently meet monthly sales quotas. Resolve billing disputes, diffuse customer escalation issues, and troubleshoot technical problems in a prompt and professional manner. Write and follow up on service order requests. Maintain client satisfaction to improve retention. Adhere to department service levels. Collect revenues and adjust customer accounts. Make collection efforts via an outbound dialer. Make payment arrangements and receive payments on delinquent accounts. Assist in training new employees.

***Education***

Charter Oak State College, New Britain, CT

Bachelor of Science with concentration in Sociology- still attending

Tunxis Community College, Farmington, CT

Associate of Science

Major: Human Services

University of Connecticut, Hartford, CT

Paralegal Civil Litigation Certificate

***Community Outreach***

Connecticut Bar Association/CT Legal Services- Family Law Paralegal (Volunteer)

Pro Bono Honor Roll (2007 & 2008)

South Park Inn Homeless Shelter, Hartford, CT (2009)

Residential Aide (Volunteer)