**Shacayah Sims**

**140 Martin St.**

**Hartford, CT 06120  
860-461-2260  
shac28@gmail.com**

**Experience**

**July-2003-Present   
Woodland Fish Market   
Hartford, CT   
Accounting Assistant**   
  
Track monthly sales activities and expenditures   
Assist with Accounting paperwork   
Complete Yearly Tax forms   
Cashier

**May 2009 - September 2009**

**Trumbull Services**

**Subrogation Specialist**

**Hartford, CT**

**Temporary Position**

Prepare Subrogation documents for auto insurance.

Data entry

Contact auto adjusters via phone, fax and mail

Assist adjuster with preparing legal documents for subrogation

**August 2008-January 2009**

**Hamilton Sundstrand**

**Windsor Locks, CT  
Logistics Coordinator  
Temporary Position**

Prepare documentation to meet export compliance regulations as well as

customer specific demands.

Process shipping documentation using carrier manifest and JDE.

Schedule Pickups and Delivers with carriers.

Generate packing slips, shipping labels, and bar code labels

**March 2008-August 2008  
Aetna  
Middletown, CT  
Care Management Associate**

Support comprehensive coordination of medical services, including Care Team intake, screening and supporting the implementation of care plans to promote effective utilization of healthcare services.

Promotes/supports quality effectiveness of Healthcare Services.

Responsible for initial review and triage of Care Team tasks

Performs non-medical research pertinent to the establishment, maintenance and closure of open cases

**July 2006- March 2008  
Aetna   
Windsor, CT  
Senior Customer Service Professional**

Answers questions and resolves issues for medical insurance members via phones and faxes.  
Documents and tracks contacts with members.  
Handled escalated calls from members concerning medical plans.

Mentoring new representatives.

**December 2005-July 2006  
Integrated Process Technologies  
Hartford, CT  
Customer Services Representative**

Answer calls for busy inbound call center.  
Interact with customers via telephone, fax or email to provide callers with service and maintenance repairs.

Essential member if a team trained to handle a wide range of calls, track repairs and maintenance history from inception to  
completion.  
Utilize computer systems to initiate and follow up on service request.

**October 2005-December 2005  
Iron Mountain  
Windsor, CT  
Data Entry Clerk**

**Temporary Position**

Alpha-Numeric Data Entry  
Processed and monitored inventory records, making sure that shipments were completed accurately  
supervised the work of other team members to successfully meet quotas

**2002-2003  
Fleet Libras  
Windsor, CT  
Data Entry Clerk**

**Seasonal Position**

Alpha-Numeric Data Entry  
Processed Income tax payments for individual clients

**1999-2002  
Dapra Corporation  
Bloomfield, CT**

Administrative Assistant  
 Alpha-Numeric Data Entry  
 Filing and Print jobs  
 Earned Certificate in Advanced Business Word Processing

**Education**

**University of Phoenix  
Phoenix, Arizona**

Presently in Enrolled  
Computer Networking

References are available on request