**Sabrina Bolden**

32 Brandon Ave ~ Springfield, MA 01119 ~ 413-222-8573 ~ [boldensplace1@juno.com](mailto:boldensplace1@juno.com)

**SUMMARY**

Demonstrated creative leadership and teamwork in the design and execution of solutions that increased customer service and client friendly marketing materials. Effective communicator with excellent organizational, time management, multi-tasking and problem solving skills. Project management, data analysis and reporting. Knowledgeable in HIPAA and ERISA federal regulations and policy procedures as well as state labor laws.

**SELECTED ACCOMPLISHMENTS**

* Completed a year end project of 5,000 Schedule A reports for Agents compensation prior to the deadline date of March 30, 2012. Implement new research system technology to limit ad-hoc reporting.
* Developed and handled financial budgets to achieve set goals ensuring best practices and data and profit analysis.
* Extensive experience handling a variety of different clientele through various levels of communication, from independent agents, to college deans and executive level management.

**PROFESSIONAL EXPERIENCE**

Barton Property Management Springfield, MA *1/2011- present*

**Office Manager**

* Supervise office staffs and contractors. Handles daily schedule, monitor and record time sheets.
* Billings Accounts Receivable and Payable. Organize office operations and procedures.
* Design and implement office policies. Setting business meeting agendas and accepting visitors

MassMutual Financial Group Springfield, MA *1/2012- 3/2012*

**Data Management Analyst (temporary)**

* Process contracts related to Schedule A for year end into SAIS (Schedule A Information System).
* Provide front line support for infrastructure and application servers and be responsible for server administrative support functions. Handle the accuracy of Sales Agents compensation.

Sun Life Financial Windsor, CT *4/2008-10/2010* Claims Analyst

* Consulted with customers on Family Medical Leave Act due to sickness, work injuries and/or

auto accident. Underwriting individual disability claims to meet the needs of customers.

* Handled large volume of incoming/outgoing calls related to Long and Short Term Disability, Worker Compensation and Survivor benefit. Account Payable and negotiation of claims.
* Management decisions related payment of claims, surveillance and/or investigation of fraudulent claims. Determines liability, secures information, review coverage and claim resolution.

Mass Mutual Financial Group Enfield, CT 7/*2006-3/2008*

**Claims Examiner**

* Obtained information required to efficiently and effectively evaluate claim decisions regarding the acceptance and/or denial of disability income and/or death benefit.
* Accurately processed high dollar benefit payments for all eligible claims.
* Effectively utilize internal resources to maximize knowledge and claim decision-making ability.

Phoenix Wealth Management Hartford, CT *10/2001-6/2006*

**Case Manager**

* Processed and verified accuracy of new business financial transactions, which included premium reversals, refunds, deposits and 1035 exchanges.
* Supervised as well trained new team members on technical and procedural job tasks. Handled annuity, market share, loan requests and solved problems/discrepancies during fund allocations.

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**EDUCATION**

American International College Springfield, MA  *May 2011*

Bachelors of Sciences in Business Administration Major: Business Management

*Related Coursework:* Human Resource, Economics, Money and Banking, Business Marketing and International Business

**Additional Skills and Experience**

* Exceptional experience with Case Management, Claims Management and Customer Service ensuring best practices and data and profit analysis.
* Microsoft Office Suite (Advanced), Internet Search Engine (Advanced), Client File, Polaris, SAIS (Schedule A Information System), AWD, Client Acquisition System, Rumba Mainframe and troubleshooting.