Susanne Carlson

195 Sargeant Street

Hartford, CT 06105

(860) 462-3938

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Objective

Mid Level Administrative/Clerical Opportunity

Computer Skills

Microsoft Word, Microsoft Excel, Lotus Notes and Microsoft Outlook

Administrative Skills

45 WPM Typing Skills

10,000 KPH Data Entry Skills

Experience

02/2011-07/2011 Ironshore Services Simsbury, CT

Claims Technician/Contractor (OfficeTeam)

Researched and processed liability, property and health insurance claims for insurance underwriters.

Provided office support for Claims Supervisor by working on Access projects. Scanned incoming claim correspondence into Claims Workload Manager mailbox using copier fax machine.

08/2010-02/2011 CIGNA Bloomfield, CT

Senior Data Entry Associate/Contractor (I.O.S. Staffing)

Performed medical claims research using CIGNA databases (IVIEW and Xnet). Entered claim information into CIGNA Access mainframe database for further analyst review on a production level of 150-200 claims daily.

02/2010-04/2010 City of Hartford Hartford, CT

Emergency Services Trainee

Trained to answer incoming call from the public and other law enforcement agencies.

Responsible for taking given information from the caller and entering it into the CAD system for dispatching to the proper area. Received training and certificates for NIMS 100 &700, E-911 and Emergency Services Telecommunications Certification.

09/2009-01/2010 CIGNA Bloomfield, CT

Licensing Specialist/Contractor (I.O.S. Staffing)

Processed email and incoming mail requests from agents looking to sell insurance products for CIGNA. Performed background and credit checks on insurance agents according to CIGNA procedures in regards to licensing agents in their requested states. Contacted insurance agents by email or by telephone if any additional information was needed from them to complete their licensing requests.

03/2008-06/2009 UnitedHealth Group Hartford, CT

Financial Reporting Specialist/Contractor (Maxim Staffing)

Responsible for completing 500 FSA/HRA reports on a monthly basis to be sent out to clients of UnitedHealth Group at their request. Used Microsoft Excel to runs macros and split banking reports to the client’s specifications. Provided office support by working on special financial and Excel projects for the department Director and Vice-President of the FSA/HRA Department.

08/2006 – 08/2007 UnitedHealth Group Hartford, CT

Mail Clerk/Credentialing Coordinator/Contractor (PlacementPros)

Processed over 200 pieces of incoming mail on a daily basis that came from licensed insurance agents looking to sell insurance products for UnitedHealth Group. Assigned work for analysts in the Credentialing Department to complete the process of licensing the agents according to the state that they were seeking to sell the UnitedHealth Group products.

Education

1986-1988 Hartford College for Women Hartford, CT

Associate of Arts Degree