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| |  |  | | --- | --- | | |  | | --- | | **JULIANNE POWELL**  53 Imlay St.  Apt 3c  Hartford, CT 06105  (860) 913-7003  Julee84@yahoo.com        **PROFILE**    ***Accomplished Young Professional seeking a challenging, career-oriented position.***    ***Career Overview:*** Over five years of consistent excellence in visible and responsible roles with employers. Additional experience in highly responsible roles working with customers of various backgrounds while currently pursuing an associate’s degree.    ***Key Strengths:*** Energetic; optimistic; hard working; consistent; dedicated; service-oriented; team player. Strong interpersonal, communication and motivational skills. Proven ability to communicate and work effectively with individuals from diverse educational, professional and socioeconomic backgrounds.    ***PC Skills:*** Windows, Microsoft Office (Word, Excel, PowerPoint), Internet research. Type 50-60 words per minute typing speed.        **EXPERIENCE**    2008- ACS a Xerox Company - Vernon, Connecticut  2011 ***Eligibility Specialist***  Manage the application process of the Charter Oak and Husky B programs. The Charter Oak and Husky B programs are federally funded supplemental medical insurance programs implemented by the state of CT for uninsured adults and children that are over qualified for the state of CT medicaid programs.  *Principal Duties and Resposibilities include:*    *Full-time hours(8 hour shifts), Monday - Friday.*  *Processing applications, renewals, and other supporting documents relevant to cases.*  *Screening applications to determine potential eligibility for other DSS programs.*  *Reviewing applications for eligibility requirements and completeness.*  *Entering enrollment data into computer system.*  *Finalizing eligibility determinations once all pertinent information has been evaluated and entered into the system to trigger notices.*  *Meeting daily standards for productivity and quality.*  *Acting as a liaison with local, state, and federal agencies regarding determination and coordination of consumer eligibility and benefits.*  *Completing various clerical tasks associated with customer service, including filing, correspondence, and other record keeping functions.*      2007- BANK OF AMERICA - Bloomfield, Connecticut  2008 ***Teller***  Assist customers with their banking needs. Help customers to realize the benefits the bank has to offer them and the growth of their money.  *Part-time shift with full-time hours..*  *Receive high volume of customers each day.*  *Organize proof work for the Processing Department at the end of each shift.*  *Balance money draw at the end of every shift.*    2006- TICKET NETWORK DIRECT - Vernon, Connecticut  2007 ***Customer Service Sales Representative***  Assist call-in customers with finding tickets for their desired event. Also attended to customers that need assistance with problems regarding existing orders, including delivery or exchanging of incorrect tickets that have been received.  *Served 9-hour daily shifts - from 4:00 PM - 1:00 AM.*  *Receive high volumes of customer service calls each day.*  *Took measures to ensure that the call-in customers that call in are satisfied with services rendered regarding orders.*    2005- CAPITOL REGION EDUCATION COUNCIL - Hartford, Connecticut  2006 &  2007-2008 ***Seasonal Transportation Counselor/ Teacher’s Aide***  For the end of the ‘04/’05 school year, summer school program, and the ‘05/’06 school year, I ensured the safety and security of children, grades K through 5, who were being transported back and forth between inner city Hartford, Enfield and Broad Brook schools as part of Choice Program. This project provides the opportunity for selected students to get educated in suburban school systems. Also during the summer I served as a teacher’s aide for the Choice summer school program.  *Serve two three hour daily shifts during the school year - from 6:30 AM - 9:30 AM, and 2:00 PM-5:00 PM.*  *Maintain a high degree of vigilance at all times. Interact effectively and continuously with children, bus drivers and parents.*  *Implement back-up procedures in the event parents do not meet students at the bus.*  *As a teacher’s aide I assisted the teachers in keeping order in the classroom, walking the students in the hallways, and to and from their bus in the morning and afternoons.*  *I also served as a bus monitor to the summer program students.*    2001-2006 SEABURY RETIREMENT COMMUNITY - Bloomfield, Connecticut  ***Waitress/Hostess/Cashier***  Gained valuable professional experience working in this respected retirement community. Seabury is committed to a “Wellness for Life” philosophy by meeting the physical/nutritional, spiritual, social/emotional, intellectual, and vocational needs of its residents through services, accommodations and professional management that will increase and maintain a high quality of life.  *Provided outstanding, compassionate and effective service by waiting on dining room patrons.*  *Utilized strong interpersonal skills and a positive attitude to contributed to the lives and experiences of patrons.*  *Began work during junior year in high school. Worked 4:30 PM to 8:00 PM on weekdays and selected weekend hours. After high school graduation, worked up to 40+ hours per week.*  *Initially functioned solely as a Waitress.*  *With time and experience was assigned responsibility to train, mentor, and oversaw the work wait staff members.*  **Waitress Duties:**  *Took each resident’s orders. Served three course meals.*  *Cleared and reset the dining room tables for the next dining period.*    **Hostess Duties:**  *Assigned wait staff the tables they would be serving and other duties they would perform during their shift.*  *Seated dining room patrons at the beginning of the dining period.*  *Ensured that wait staff accurately completed their duties at the end of each shift.*    **Cashier Duties:**  *Completed opening duties for the café:*  *Set up dishes*  *Made sure snacks were stocked*  *Put out beverages*  *Cleaned tables*  *Counted the cash in register*  *Cashed out take-out lunch and dinner for patrons*  *Restocked supplies and other necessities for the patrons*  *Completed closing duties for the café:*  *Put away foods*  *Restocked beverages, cups, and dishes for the next shift*  *Counted and balanced register at the end of the night.*  *Clean café counters and vacuumed*    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    **EDUCATION**  MANCHESTER COMMUNITY COLLEGE - Manchester, Connecticut  Coursework towards an ***Administrative Assistant*** ***Associate’s Degree with business/legal option.*** *Projected Graduation: Spring 2011*    BLOOMFIELD HIGH SCHOOL - Bloomfield, Connecticut  ***Graduated with Honors, 2002***  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    **VOLUNTEER**  *Johnson Community Center* - Hartford, Connecticut - 2004  Performed diverse office support duties at this recreational center.    *Took inventory of recreational center supplies.*  *Answered phones and took messages for the recreational center director.*  *Opened recreational center in the morning.*  *Composed memos, community center letterhead, sent email for community center management, and other official documents for community center* | | |
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