Jasmine Allen   
44 Lilley Rd.   
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860-970-7088   
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**Objective**   
  
To show my skills, ability, and experience, in a progressive company .  
  
  
**Profile**   
  
I am fluent in Microsoft Word, Outlook Express, Excel, Power Point,   
Access, and Quicken. Able too execute number of projects simultaneously. Experienced in customer service, scheduling / travel and itinerary, expense report auditing, inventory management, and account payables. I have excellent written and verbal communication skills, and proficient in filing, and various clerical duties.   
  
  
**Employment History**

**Customer Account Executive 10/2010 - Present**

Comcast

Enfield, CT

Answer phone in high paced call center. Assist customers in billing and service inquiries, issued credits and added services thru in house CSG application. Set up installs, handled equipment disputes, payment arrangements. Communicated with dispatch, and technical support in order to trouble shoot customer issues. Created follow up request for accounts needing supervisor assistance. Transferred customers to proper departments, and mailed out requested information.

**Saint Francis Patient Account Representative 08/2008 - 06/2009**   
Nair & Levin P.C.   
Bloomfield, CT 06002   
  
Billed insurance and created monthly insurance revenue report in Excel.   
Processed credit card payments, also set up monthly payment options for   
patients. Answered very high call volumes in a customer service environment, assisted patients with issues regarding insurance payments and unpaid hospital expenses.Searched for patients in Lexis and Passport software in order to obtain a valid address for mailing purposes. Tracked patient contact, insurance follow ups, and all address changes in Hubbard database. Mailed financial relief, and Husky applications to qualified individuals. Created various correspondences to hospital and insurance companies on behalf of the patient.

**Secretary 03/2008 - 06/2008**   
Office Team / OFI   
Newington, CT 06111   
  
Answered company switchboard at reception desk.   
Greeted clients, scheduled and prepared conference rooms for various meetings. Coordinated Herman Miller satisfaction surveys. Ordered office supplies. Audited reimbursement reports before they were submitted for payment. Ran weekly sales reports in Tiny Term database. Implemented sign in and out board. Filing, photocopying, scanning, and various secretarial duties.   
  
  
**Insurance Adjuster Assistant / Legal Assistant 08/2007 - 01/2008**   
Stewart Staffing Agency / Chubb & Son a Division of Federal Insurance   
Co.   
Simsbury, CT 06070   
  
Created quarterly production spread sheet for legal department in Excel.   
Responsible for printing all attorney responses and appeals.   
Moved all appeals into reconsideration using Legal Solution Suite   
software. Created Claim folders and Matter ID’s for new adjuster invoices. Audited Independent Adjuster invoices.   
Ordered office supplies, handled incoming and out going mail, fax   
employee time cards.   
  
  
**Administrative Assistant II 10/2006 - 08/2007**   
Hartford Financial Group / Hart Temps   
Hartford, CT 06109   
  
Administrative Assistant to President and Vice President of Investor   
Relation.   
Track analyst and executive communication transactions via Big Dough   
database.   
Created Hot Target, and analyst information charts.   
Created itineraries, scheduled meetings, and expensed travel reports.   
Responsible for acct. payables in Investor Relations department.   
Answer executive phones and assist customer regarding their investments.   
Responsible for mailing requested materials, filing, ordering supplies   
Pulled analyst reports for daily wrap.   
Created and distributed quarterly and annually briefing books to company   
executives.   
Created and distributed company investment packets.   
Among various other administrative duties.

**Marketing Service Representative 03/2002 - 03/2006**   
Nextel Communication   
Hartford, CT. 06109   
  
Operated switchboard, helped customers face to face with billing, unit,   
or service issues, and scheduled service appointments.   
Issued new cellular kits and accessories to customers.   
Responsible for ordering, storing, and weekly inventory reports for all   
cellular kits and accessories.   
Filed service invoices alphabetically and numerically.   
Processed damaged cell phones through S & R database, kept track of unit   
bounce rate.   
Sorted and distributed mail.   
  
**Teller 1 09/2000 - 09/2001**   
Webster Bank   
Bloomfield, CT. 06112   
  
Handled customers deposit and withdraw transactions on front line.   
Assisted customers over phone, via sales or other banking services.   
Balanced and Maintained vault, cash drawer, and ATM.   
  
**Expense Report Auditor 1998 - 1999**   
UTC / Temp Agency   
Hartford, CT. 06114   
  
Answered multi line phone, filed monthly expense reports, sorted and   
distributed mail, faxed / photocopy invoices   
Audited employee monthly expense reports, made sure all employees were   
compensated for any out of pocket expense pertaining to company travel.   
Handled various types of currency.   
  
**Proof Operator 1997 - 1998**   
Fleet Bank   
Hartford, CT. 06114   
  
Proofed incoming branch work to ensure credits and debits were balanced   
Operated proof machine, encoded pertinent bank information on checks,   
deposit and withdraw slips.   
  
**Education**   
  
Manchester Community College   
Social Service 04   
Hartford Public High School   
Academic Studies 1994 - 1998