**CYNTHIA ASHBY**

200 Blakeslee Street ▪ Apt. 227 ▪ Bristol, CT 06010

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**QUALIFICATIONS SUMMARY**

Highly motivated administrative professional with over 10 years experience in a variety of fields. Exceptional ability to quickly master new software and apply full range of capabilities. Demonstrated quality customer service through compassionate insight and understanding. Diverse experience in MS Word, Excel, PowerPoint. Knowledge of Access, Visual Basics, Java Script and HTML Code.

**Highly skilled in the following areas:**

• Office Administration • Oral and Written Communication • Confidentiality

• Customer Service • Attention to Details • Team Player

• Highly Organized • Quality Assurance • Computers

**PROFESSIONAL EXPERIENCE**

(HP) Hewlett Packard Services, Farmington, CT 2007 – present

**MEDICAL CLAIMS PROCESSOR**

* Clerical support for Third Party Liability and Document Control Departments
* Verify client’s eligibility status with various insurance companies
* Update status in company database and maintain records
* Sort incoming medical claims and scan documents for record retention in Provider Enrollment and Drug Rebate accounts

VECTOR MARKETING, Bloomfield, CT 2006 – 2007

**SALES REPRESENTATIVE**

* Displayed and demonstrated cutlery to customers on a one-on-one basis
* Completed all necessary paperwork to process customer orders
* Met and exceeded all sales quotas set forth by company

Wal-Mart, Newington, CT 2005 – 2006

**RECEIVING ASSOCIATE**

* Assisted with merchandise quality assurance and inventory inspection
* Replenished sold out merchandise and created display showcases
* Answered consumer questions as it related to merchandise

Kelly Services, Jobpro, Merry Employment Group, Hartford County, CT 2002 – 2006

**ADMINISTRATIVE ASSISTANT**

* Clerical support for human resource department in record retention system
* Maintained and updated confidential documents
* Provided telemarketing support to solicit donations for Muscular Dystrophy Association
* Entered incoming death claims into corporate database, EFT deletions and quality assurance
* Responsible for voiding overpayment claim checks and ordering archived files
* Provided clerical support for Assistant Pastors and Ministries with 1000 church

**CYNTHIA ASHBY** Page 2

**PROFESSIONAL EXPERIENCE** (continued)

* members
* Formatted documents, newsletters and bulletins and answered correspondence
* Answered multi-line switchboard, large volume copying and mass mailings

Jumoke Academy School, Hartford, CT 2001

**PARAPROFESSIONAL**

* Implemented Study Room Pilot Program for students ages 5 to 11
* Goal was to reduce suspensions and or expulsions from school
* Provided intervention for students with problematic behaviors to defuse situations
* Encouraged students to troubleshoot solutions in difficult situations
* Assisted teacher with lesson plans, daily routines and class work

Community Renewal Team Inc., Hartford, CT 2000

**HOUSING CERTIFIER**

* Maintained over 250 cases on a day-to-day basis
* Responsible for rent adjustments, relocation of tenants and annual recertification for Section 8
* Resolved landlord and tenant disputes
* Received certification by Nan McKay and Associates, Inc.

**EDUCATION**

**Master of Arts ~ Organizational Management ~ Healthcare Administration ~ Current**

Ashford University, Clinton, IA

**Bachelors of Arts ~ Sociology ~ 2010**

Ashford University, Clinton, IA

**Associate of Science ~ General Studies ~ 2007**

Capital Community College, Hartford, CT

**VOLUNTEER ACTIVITIES/AFFILIATIONS**

(ΑΣΛ) Alpha Sigma Lambda National Honors Society 2010 – present

Ashford University, Clinton, IA

M.O.M, Mothers of Multiples 2008 – 2009

Bristol, CT

Capital Alumni Association 2007 – present

Capital Community College, Hartford, CT

Rhema Praise Ministries 2003 – 2006

St. James Baptist Church, New Britain, CT

Teen Outreach Program 2004 – 2005

Community Renewal Team Inc., Hartford, CT

After School Program 2001

Jumoke Academy School, Hartford, CT