

Eric A. Mykleby

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Forward-Thinking Environmentalist, Eager to Apply MS Degree in the Field of Remote Sensing

Blend Passion for the Environment with Technical and Operational Strengths to Achieve Organizational Goals

SKILLS

Technology / Computer:	Microsoft Office (MS) Suite (Word, PowerPoint, Excel) Publisher, Outlook, GIS, and Hydrology-related programs: HEC-HMS, HEC-RAS, ESRI ArcGIS Pro 2.7, ArcMap, ERDAS
Communication:	Written: Completed Master's thesis containing extensive literature review and statistical analysis. Utilize email and internal messaging systems to collaborate with colleagues, clients, and business partners Verbal: Convey information to clients while maintaining professionalism
Collaboration:	Solve problems concerning project deadlines and process complications individually and in group settings
Customer Service:	Provide immediate responses to urgent and time-sensitive client inquiries with exceptional results
Document Review:	Analyze data and contracts to determine benefit eligibility

EDUCATION

- **Master of Science (MS)**, Geography, University of Iowa, Iowa City, IA, Expected 2022
 - Thesis Focus: Enhancing Remote Sensing Soil Moisture Measurement Accuracy Through Crop Emergence
- **Master of Science (MS)**, Meteorology, Iowa State University, Ames, IA, 2014
 - Thesis Focus: Hydrologic Study of Streamflow Parameters Using GIS Programs
 - Structured thesis work schedule over 1 year, completing and presenting project on time
- **Bachelor of Science (BS)**, Environmental Studies, Iowa State University, Ames, IA, 2011
- **Bachelor of Science (BS)**, Meteorology, Iowa State University, Ames, IA, 2011
 - Undergraduate Project: Analyzing the Accuracy of Sounding and RUC Forecast Data
 - Relevant Coursework: Special Topics Hydrology, Watershed Hydrology, Energy and the Environment, Environmental Sociology

EXPERIENCE

PRINCIPAL FINANCIAL, Des Moines, IA

2018 - 2020

Annuity Technician II

- Processed death notifications, input beneficiary information and sent corresponding paperwork.
- Completed death claims by paying eligible beneficiaries and transferring all remaining funds.
- Collaborated with colleagues concerning difficult situations where annuitant was not in good standing.

ADP, West Des Moines, IA

2017 - 2018

Benefits Specialist I

- Processed medical, dental, vision, and other benefit records for clients with high accuracy, quality, and timeliness.
- Communicated with client and carrier representatives, resolving eligibility issues.
- Collaborated with colleagues on concerns involving file discrepancies and errors, determining appropriate solutions.
- Worked with clients correcting errors on annual enrollment files with high efficiency, meeting all deadlines.
- Utilized task management system, completing dozens of weekly tasks for clients with on-time delivery.
- Encouraged colleagues to review documents electronically versus printing hard copies, reducing paper cost and waste.