

HANNA FERRIS

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Portfolio: <https://github.com/hferris/> 1831 E Apache Blvd #2081 Tempe, AZ, 85281.

Objective

To use my educational and work experience together with my interpersonal skills to achieve goals of a company that focuses on building business partnership. Always in search of growth in my personal and professional life and willing to work diligently to help the company grow.

Awards & Certificates

IOWA WOMEN LEAD CHANGE CONFERENCE, UNIVERSITY OF DUBUQUE – 2018

LAMBDA PI ETA, UNIVERSITY OF DUBUQUE – 2018

DEAN'S LIST, FALL 2014, SPRING 2015, FALL 2017, UNIVERSITY OF DUBUQUE, SPRING 2016 COLLEGE OF LAKE COUNTY

A MEMBER OF AFRICAN STUDENT ASSOCIATION

Experience

RESEARCH CORRESPONDENCE, ADVANCED RESOURCES (DOVENMUEHLE MORTGAGE), REMOTE – 2020-2021

- Receive, review, and evaluate large quantities of written correspondence, including web inquiries, within strict time deadlines
- Research open items and resolve customer issues
- Provide written acknowledgement letters per regulatory guidelines

BENEFITS VERIFICATION REPRESENTATIVE, BRIDGE PERSONNEL (CVS SPECIALTY PHARMACY), BUFFALO GROVE, IL - 2018-2019

- Conduct a detailed benefit and eligibility verification of insurance for patients
- Navigate a software system to manage follow-up actions and document outcomes
- Identifying potential issues, collecting and document/publishing data, establishing facts, drawing conclusions, and solving problems is essential.

STUDENT LIFE RECEPTIONIST, UNIVERSITY OF DUBUQUE, DUBUQUE, IA - 2018-2018

- Greet visitors and staff members in a warm and friendly manner, and to respond to inquiries directly or by referral to appropriate staff members.
- Answer phone calls to satisfy inquiries answering questions and directing them to the correct department.
- Assisted students and staff for meetings and Filed student documents and forms

JR. EXECUTIVE INTERNSHIP PROGRAM (REMOTE POSITION), ADDGO SCC. ADDIS ABABA, ETHIOPIA - 2017-2018

- Responsible for marketing research and Preparing presentations for prospective clients
- Managed social media

Education

UNIVERSITY OF ARIZONA CODING BOOT CAMP, CHANDLER, AZ - EXPECTED GRADUATION MAY 2021

UNIVERSITY OF DUBUQUE, DUBUQUE, IA - MAY 2018

- Bachelor's in Business Marketing. Minor: Communication GPA: 3.34 on a scale of 4.0

Skills

Communication
Research
Leadership
Customer Service

MS Office
Organization
Languages: English & Amharic
Teamwork and Collaboration

References

Ashley Affolter- Former supervisor at CVS
(847) 264-3622 or (866) 249-1556 X2643622,
Ashley.Affolter@CVSHealth.com

Naomie Kipulu- Former coworker
Phone: (817) 500-8450
Email: nkipulu@dbq.edu

Mary Kruser Former supervisor at University of Dubuque
Phone: (608) 778-7012
Email: mkruser@dbq.edu

Rafic Sinno- Former advisor/ Marketing Professor
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