

Jenny Lalanne

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PROFESSIONAL SUMMARY

Driven university student looking for opportunities for growth in the financial field. Initiative-taking sales associate with extensive customer service, sales experience, and a history of driving increased sales, improved experience, and elevating company profile with target market. Optimistic dreamer ready to make her mark in the world.

EDUCATION

University of Central Florida, Orlando, FL December 2025
Bachelor of Science in Business Administration, Finance Cumulative GPA: 3.4

Valencia College, Orlando, FL August 2021
Associate in Arts in Business Administration Cumulative GPA: 3.8

RELEVANT COURSEWORK

- Computer Fundamentals for Business
- Equity and Capital Markets
- Intermediate Corporate Finance
- Debt and Money Markets
- Principles of Financial Accounting
- Principles of Managerial Accounting

PROFESSIONAL EXPERIENCE

Orlando Health, *Financial Counselor I* April 2024- Current

- Conduct comprehensive evaluations of patients' financial situations to determine eligibility for financial assistance programs and identify appropriate payment plans.
- Verify patient insurance coverage, assist with claims processing, and coordinate with insurance providers to ensure accurate billing and reimbursement.
- Oversee billing processes, manage accounts receivable, and implement effective collections strategies while maintaining compliance with hospital policies and regulations.

Hilton Grand Vacations Club, *Guest Services Agent* June 2022- March 2024

- Employ financial acumen to optimize room reservations, employing strategic planning to maximize occupancy and revenue.
- Uphold financial integrity by meticulously managing billing processes, resolving discrepancies, and ensuring accurate financial records.
- Spearhead guest financial interactions at the front desk, ensuring seamless check-ins and check-outs while meticulously managing payment processes.

ACTIVITIES & VOLUNTEER EXPERIENCE

Volunteer, Second Harvest Food Bank Volunteer Fall 2020 - Spring 2024

- Prepared cooked meals and food boxes with non-perishable goods for less fortunate families

HONORS

- Dean's List

ADDITIONAL INFORMATION

- Languages: Fluent in English and Haitian Creole
- Certifications: Business Specialist Technical and Business Operations Technical Certificate