
Melissa Cadena

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Objective

To obtain a position that will leverage my experience in service and administration, while providing growth and long term opportunities in a positive environment.

Education

Duncanville High School, August 2009– May 2012; Duncanville, TX – High School Diploma
Dallas Baptist University, August 2012-August 2013
Dallas Colleges Online, August 2016-current

Employment History

Supervisor at Stericycle – Expert, Irving, TX – January 2014 – current

- Started with the company in 2014 as a title administrator. Quickly promoted to Supervisor over the Reimbursement department in 2015.
- As the Reimbursement Supervisor, I oversaw a team of people who reviewed claims for eligibility and processed payments for the clients. As a supervisor, I would monitor the quality of the team's work and ensure everyone was performing at above the minimum standard.
- Reviewed 1000 claims a week for accuracy while monitoring team member calls and providing them with feedback every other week.
- When starting in the Reimbursement department, the volume had skyrocketed. As a team, we successfully worked together to get this volume at a reasonable level while continuing to please the client with the level of quality of our work.
- Recently moved to role of Supervisor over the Titles and Tracking Team. Currently working to update these departments' every day procedures in order to add value to our client.
- Created scorecards for both the Reimbursement Team and the Titles/Tracking team in order to properly provide feedback to employees on a bi-weekly basis.
- Maintained professional rapport with several management leaders of our clients.

Campaign Manager at Allure Branding, Pinebrook, NJ – August 2013- January 2014

- Started with the company in Dallas, TX in August of 2013 and quickly moved up to the Campaign Manager Role.
- Organized and managed events for our clients to promote their products to their customers.
- Youngest team member to assist in the opening of a new office in Pinebrook, NJ. Assisted with assembling the team and training new team members.

Strengths

-Service Oriented	- Proficient in Microsoft Office Programs including OneNote, Word, and Excel
-Hard working, dedicated employee	-Proficient in Lotus Notes - Detail Oriented

References

Tausha Brubaker – Previous Youth Pastor & Associate Missions Director at Southwest Harvest Church/Mentor, Duncanville, TX. 214.695.0068, taushas.email@yahoo.com – 9 Years

Tracey McKee – Current Stericycle Manager, Irving, TX – tracey.mckee@stericycle.com – 3 Years