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HANNAH ELLIOTT

SKILLS

- Types at a consistent speed of 75WPM.
- Proficient in Microsoft Office Suite - Outlook, Excel, Word, Powerpoint.
- Beginner skills in Microsoft Access 2010.
- Advanced knowledge of CSS3 and XHTML/HTML5, with proficiency in JavaScript/jQuery.
- Quick to learn and adapt to new challenges.

EXPERIENCE

Toyota Motor North America R & D - Saline, MI – *Data Analyst*

APRIL 2018 - PRESENT

- Process technical information documents and CAD data for engineering design.
- Provide support for data management, including database entry, digitization, and maintenance of original technical document storage and archiving.
- Communicate with and support engineers with technical information or documents that have been returned for corrections.
- Maintain communication between engineers and suppliers in the United States and Japan to assist with technical document submission.
- Communicate weekly with suppliers regarding the status of technical information and CAD data as requested by engineering.
- Report status of technical document packages on a daily basis.
- Support suppliers in submission of technical information documents and CAD data.
- Create task specific job aids for technical processing.
- Propose and implement projects as needed to improve efficiency.

M.B. Financial, N.A. - Ann Arbor, MI – *Inventory Control*

SEPTEMBER 2017 - MARCH 2018

- Process collateral files to ensure correct documents present.
- Scan collateral files into system, ensuring important original documents are removed and given to correct departments.
- Process both incoming and out-going mail, including but not limited to: Underwriting Retail Letters, Home Shopper's Association Letters, Hello and Goodbye Letters, mini-correspondent letters, loan sale packages, and original and corrected closing disclosures.
- Following all safety and security guidelines as per bank policy.

JPMorgan Chase - Belleville, MI – Quality Control

AUGUST 2016 – AUGUST 2017

- Compile and reconcile reports to be sent to the State of Michigan.
- Verify data keyed matches data on forms.
- Meet targets based on volume.
- Analyzing information to determine accuracy and completeness of work.
- Recommending procedural and workflow changes to enhance quality and productivity.
- Making judgment calls regarding routine duties, but referring non-routine situations to a supervisor or manager.
- Escalating patterns of errors to manager to determine if user or system based.
- Communicating and collaborating with different departments to complete daily tasks.
- Ensuring that all customer and bank guidelines are followed as related to operations, internal audit and security, and general practices.

JPMorgan Chase - Belleville, MI – Data Entry Clerk

MARCH 2016 – AUGUST 2016

- Work in a fast-paced environment to accurately key data from forms.
- Maintain production pace dictated by work load.
- Collaborating with team leaders to decipher handwriting to aide in accuracy.
- Escalating software problems to team leads to ensure quality.
- Ensuring that all customer and bank guidelines are followed as related to operations, internal audit and security, and general practices.

Google - Ann Arbor, MI – Document Scanner

DECEMBER 2015 – MARCH 2016

- Work in a fast paced environment with the ability to meet or exceed quality and productivity standards in a specified time frame.
- Work independently at work station, using fingers, hands, and arms in repetitive motions for eight hours per day.
- Review images for accuracy on a computer screen.

Personal Touch Home Health Care Services, Inc - Ypsilanti, MI – Home Health Aide

2014 – 2015, 2016 – 2017

- Provide care for seniors aged 65 and over.
- Basic housekeeping, including: Laundry, dishes, meal preparation, sweeping, and mopping.
- Basic personal care, including: Helping with showers, applying lotion, and nail care.
- Provided reminders for seniors to take medication and test blood sugar.
- Run personal errands for clients, including: Grocery shopping, prescription pick-up, and sending outgoing mail.
- Assisted with ambulation transfers, light exercise, and physical therapy exercises as required.
- Provide comfort and support for family members.

McDonald's - Ypsilanti, MI – *Service Crew Member*

JULY 2012 – SEPTEMBER 2014

- Provide efficient, courteous, quality service and properly portioned foods according to menu, with a high standard of customer service.
- Receive food orders from customers and recommend new dishes and specials based on customer's order.
- Answer all questions about menu items, specials, and prices.
- Ability to anticipate needs and empathising with diverse customer base.
- Communicate effectively to quickly identify and solve problems.
- Listen and respond to requests and follow up to ensure quality.
- Accountable for cash and credit transactions on a Point of Sale machine.

Meals on Wheels - Wayne, MI – *Volunteer*

MAJOR HOLIDAYS 2014 – PRESENT

- Deliver holiday meals to senior citizens who receive Meals on Wheels, a service that provides a nutritious meal, companionship and offers a watchful eye on the health and safety of seniors nationwide.

EDUCATION

Lincoln Senior High School - Ypsilanti, MI – *Diploma*

SEPTEMBER 2004 – MAY 2009

Michigan State University - Lansing, MI – *Certification*

SEPTEMBER 2020 – MARCH 2021