AMY OLMEDO

CONTACT

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EDUCATION

COMMUNITY COLLEGE OF DENVER

Denver, CO

A.A. Economics Candidate (Expected graduation Jun 2021)

Extracurricular Activities

Student Aide for Spanish Club
Student Aide Assistant for Special ED
Student Aide for the Counseling Office

ADDITIONAL SKILLS

• access • Excel • MS Office • Type 52 wpm • Data Entry • 10-Key • Bilingual English/Spanish • CMS • As400 • Avaya • Filing • VLOOKUP • Pivot Tables • Intermediate Data Entry Alphanumeric • Debits & Credits • Time Management • Interpersonal Communications • Organization • Critical Thinking • Leadership

CAREER OBJECTIVE

Detail-oriented Economics major with 5+ years of work experience. Aiming to obtain a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

PROFESSIONAL EXPERIENCE

LEAD DATA ANALYST

IntePros Consulting (Comcast), Denver , CO / Apr 2018 – Oct 2018

- Verification/matching of data contained in an Excel workbook ("reconciliation package") to data in a Comcast construction system and/or other stored files (Word, Excel, PDF, etc.)• Validate required files were saved in the construction reporting systems (Comcast internal systems)• Engage external business partners and internal Comcast teams to resolve or communicate discrepancies or errors in reporting• Track and follow-up on "reconciliation packages" held for discrepancies• Record completed "reconciliation packages"• Develop New reports and delegate tasks to team members• Used Advanced Microsoft Excel to create pivot tables and pivot reporting, as well as use Vlookup function

OPERATIONS PROCESSOR III

Randstad (Wells Fargo Bank), Denver , CO / Feb 2017 – Mar 2018

- Reconciliation for Walmart Accounts.• Responsible of handling credits & debits.• Responsible of batching money and deposits into accounts such as liquor, groceries & gas stations for the locations assigned.• Matching the deposit with the correct department and reconciliation of the account.• Handle list of chargebacks for Walmart and transfer to excel. Review if cassette or manual account.• Responsible of logging into the website the currency difference, charge backs, reverse deposits, credits & reverse adjustments then transferring to excel.• Responsible of dragging from the AU and adding what is indicated on the documentation received. Search all details for AU, mark credit or debit depending on what adjustment the GL indicates.• Follow manual drop adjustment timing rule.• Identify currency difference depending on amounts in agreement with the policy and apply to correct account.• Responsible of looking for missing account numbers.• Manage gas station & liquor store credits by location.• Manage reverse deposits by account number for Walmart.• Responsible of currency adjustments using customer ID changing the general ledger for the adjustment amount proceeding then with dragging down from the AU the currency amount

DATA ENTRY ASSOCIATE

Royal Management , San Antonio , TX / Feb 2015 – Nov 2016

- Responsible for deletions & additions.• Responsible of filing out requisition forms, packaging all home office supplies, ledger cards, contracts and sending them to FedEx.• Making labels for FedEx.• At the end of the month pull out contracts, trial balance, petty cash,

handwritten forms and discs.• Insert the discs in the computer and find them by the number.• Responsible of sorting all incoming mail including bills, media, checks, bankruptcy, unemployment claims & bank.• Distribute mail• When managing bankruptcy separate by store & state. And send them out to the stores.• Responsible of Filing and other duties as assigned

DATA ENTRY ASSOCIATE / WORKFORCE MANAGEMENT
Accountemps(SWBC) -, Denver, CO / Jul 2014 – Dec 2014

- Analyze, plan, distribute daily work schedules for all inbound and outbound representatives.• Scheduling General Absence, Meetings/Training and Terminations.• Analyzes, organizes and monitors the Call Center inbound and outbound activities to assist management with the day-to- day operations and data reports.• Administers all leave requests and shift swaps by collecting and granting work schedule adjustments based on service level and response time objectives.• Verifying accuracy of information, and pulling reports.• Key in personal information of employee's on Website for State farm, Nationwide & Geico.• Key in information for USAA & Allstate requesting to grant access to the new employees.• Respond to request received by Allstate & USAA. Enter user name, password and consolidate Master list.• Responsible of updating employee ID, Organizations, Supervisors, Agent ID's, access rights and adding agent using Verint/Avaya websites.• Creating and deleting agents as assigned.• Add agents to CMS, assign skills, modifications and enter Phone Log In ID.• Change agent Skills, delete previous and add new skills.• Add AS400 to Master List.• Responsible for other projects as assigned

PRIORITIES/RPC
Integrated Human Capital (USAA), Denver, CO / Sep 2013 – Jun 2014

- Responsible of opening all Mail and stamping.• Open Flats and distribute Claims, Life Insurance, Checks, Titles and red forms.• Scan Home Office and Bank and verify information is correct.• For Home office loans responsible for entering P&C Licensing, P&C, Cash, Cash 1 Claims Checks, Undelivered mail, Imco RPC,Benefits, Accounts Payables & Sodexho.• For Bank loans responsible for entering HEQ Pay/Cash Analysis, Loan Pay Cash Analysis, Loan Coupons, Cash Analysis 1, Items processing, Credit Card payments, EDM FFMT SVC, Undelivered's/Discard, Card OPS/Embossing, PHH & HEQ funding.• For Home office Loans entering Military Package, Scanning and submit for necessary approvals. • Opening UPS, FEDEX, Priority Mail, Express Mail and looking for Cash.• Log in all Cash received in packages.• Audit Big Bags received and look for checks.• When Checks are received make a duplicate.• Research unknowns and look for Unit, Location & Zip Code. After this step sort by location.• Count all Loans, look for checks, match and make sure all information is correct.• File, Distribute & Sort Credit Card Statements.• For all returned checks place correct address. If identified as a check, log as wrong payee and if Credit Card log as unable to ID.

OFFICE CLERK/RECEPTIONIST
National Unity Insurance, San Antonio, TX / Mar 2013 – Aug 2013

- Answers all incoming calls and transfer calls internally. • Print & mail renewals and cancellations.• Add & change Mortgagee and loss payee.• Calendar scheduling for Office.• E-mail agents, add & change address.• Handle return mail and inspections.• E-mail scan & attach.• Light Correspondence to customers and agents.• Filing.• Faxing• Receptionist coverage as needed.• Tico attach all documents and send to agents.• PDF-attachments to computer and print labels.• Mail out checks