

# LENA GUZMAN

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## QUALIFICATIONS PROFILE

Results-driven professional with extensive financial, management, operations, administrative, and workers' compensation experience. Proven record of delivering strong and sustainable results and successful execution of business operations. Dedicated to process improvements, cost savings, and team training. Adept in streamlining business processes, enhancing efficiency, and introducing process improvements. Core competencies include:

- Administrative Management & Reporting
  - Financial Management
  - Accounting
  - Change Management
  - Project Management & Budgeting
  - Process Improvements
  - Operations Management & Leadership
  - General Ledger Activity & Payroll
  - Strategic Planning
  - Customer Relations
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## CAREER HIGHLIGHTS

- Recipient of the Army Achievement Medal for processing 9% of the unit's finance transactions with a 98.16% accuracy rate.
  - Spearheaded efforts to process 3,000 contracts valued at over \$20 million.
  - Received National Science Foundation (NSF) S-STEM Scholarship for the 2013/2014 school year.
  - Obtained CA Self-Insured Administrator (SIP) license.
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## EDUCATIONAL BACKGROUND

### ***Bachelor of Science in Business Administration Concentration in Finance***

California State University, Fullerton | January 2017-December 2018

### ***Associate of Science in Business Administration (2014)***

Saddleback College; Overall GPA: 3.83; Phi Theta Kappa Honor Society

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## PROFESSIONAL EXPERIENCE

### **SEDGWICK, Orange, CA (Jan 2019 – May 2020)**

#### *Claims Representative – Everest National Insurance Account*

- Analyzes and processes complex or technically difficult workers' compensation claims by investigating and gathering information to determine the exposure on the claim; manages claims through well-developed action plans to an appropriate and timely resolution.
- Negotiates settlement of claims within designated authority.
- Calculates and assigns timely and appropriate reserves to claims; manages reserve adequacy throughout the life of the claim.
- Calculates and pays benefits due; approves and makes timely claim payments and adjustments; and settles claims within designated authority level.
- Prepares necessary state filings within statutory limits.
- Manages the litigation process; ensures timely and cost-effective claims resolution.
- Coordinates vendor referrals for additional investigation and/or litigation management.
- Uses appropriate cost containment techniques including strategic vendor partnerships to reduce overall cost of claims for our clients.
- Manages claim recoveries, including but not limited to subrogation, Second Injury Fund excess recoveries and Social Security and Medicare offsets.
- Reports claims to the excess carrier; responds to requests of directions in a professional and timely manner.
- Communicates claim activity and processing with the claimant and the client; maintains professional client relationships.
- Ensures claim files are properly documented and claims coding is correct.
- Refers cases as appropriate to supervisor and management.
- Assist in training/mentoring new colleagues on Everest account

## **CERCACOR LABORATORIES INC., Irvine, CA (Dec 2015 – Dec 2016)**

*Administrative Assistant/Accounting Clerk*

Performed administrative activities and accounting duties for senior executives and management.

- Managed the company's lobby area. Greet and direct all visitors, including vendors, clients, job candidates and customers. Ensures completion of paperwork, sign-in and security procedures.
- Handled high volume of calls including responding to customer inquiries and routing calls to appropriate departments.
- Arranged meetings by scheduling rooms, notifying participants, arranging for refreshments, as appropriate.
- Performed general office duties such as filing, data entry, sort and distribute incoming and outgoing mail and preparing payroll timesheets;
- Maintained supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Prepared reports and financial data;
- Processed bills and invoices for payment; prepare and transmit a variety of financial documents; assist in budget preparation and maintain records of purchase orders, expense statements and other fiscal transactions;
- Maintained records of orders and inventory.
- Scheduled interviews and conducts Internet research to locate potential job candidates.
- Support the office or facilities manager in various administration duties, including facility and general maintenance services.
- Ensured operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.

## **COSTCO WHOLESALE, Fullerton, CA (Sept 2015 – Dec 2015)**

*Food Service Assistant/Cashier Assistant/Front End Assistant - Seasonal*

Participated in all aspects of customer service.

- Prepared and sold food and drinks to customers.
- Pulled and stocked supplies and ingredients; cleaned kitchen area and eating area.
- Provided prompt and courteous member service.
- Provide individualized attention to every customer without any delay.
- Address and follow-up all customer queries.
- Maintain the register area clean and organized.
- Stay updated on new products and their locations.
- Used store equipment safely and with proper care.
- Followed cleaning and maintenance standards at store premises.
- Packed and bagged products based on customer needs.
- Attended store meetings and trainings as needed.
- Attended telephone calls with proper decorum and respond to queries professionally.
- Extended assistance to other departments' staff to enhance customer service.
- Take part in store promotional activities and other sales events.
- Processed damaged and returned products.
- Assisted customers to their vehicles with their shopping bags when needed.

## **ANGELS BASEBALL, Anaheim, CA (Apr 2014 – Sept 2014)**

*Customer Service Representative/Promotions Representative - Seasonal*

Served customers by providing product and service information; resolved product and service problems.

- Welcome guests to Angels Stadium
- Distribute game day promotional items.
- Accept tickets for event through operation of electronic ticket scanner
- Accurately review tickets to provide guests with directions and ballpark information.
- Safely operate and monitor escalators & elevators to ensure guests safety.
- Knowledgeable of events/promotions in/and around the ballpark on day of event.
- Provide general information to guests to improve their game day experience.
- Assist with lost and found items.
- Notify supervisor of any accidents or incidents that occur
- Check seating area for broken seats, trash, spills and lost items
- Resolve basic issues including guest relocations, duplicate tickets and disabled seating.
- Enforce all ballpark policies, including but not limited to, visually monitor guests for prohibited items and respond accordingly

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## **US ARMY RESERVE, Bell, CA (Sept 2010 – May 2011)**

### **US ARMY ACTIVE DUTY, Fairbanks, AK (Feb 2006 – Sept 2010)**

#### *Financial Management Technician*

Maintained responsibility for posting documents to accounting and budget systems. Led efforts to process treasury checks for payment. Handled accounts payable functions while paying invoices. Processed travel vouchers. Calculated payroll and other allowances. Disbursed cash, checks, advance pay, and bonds.

- Served as Debt Manager and Lead Auditor of Finance Commercial Vendor Services.
- Developed accurate and reliable financial reports that aided in decision-making.
- Performed auditing functions associated with accounting records while ensuring the accuracy and integrity of all financial documentation.
- Developed financial reports and audited accounting records.
- Reviewed and resolved overpayments or underpayments.
- Reviewed over 6000 finance records ranging from simple to difficult pay actions.
- Compiled information regarding the causes of incorrect pay entitlements to ensure actions complied with regulatory standards.
- Prepared and processed 3000 vouchers for \$20,000,000 dollars' worth of supplies, equipment, and non-personal services procured by the Government.
- Received and reviewed contracts, invoices, and receiving reports
- Prepared three-way matching by gathering obligation of funds, receipts of goods/services and invoice
- Audited vouchers and supporting documents

## **CLAUSEN ENTERPRISES, Anaheim, CA (2003 – 2005)**

#### *Customer Service Supervisor*

Participated in all aspects of customer service, business operations, and reporting. Managed workflow and identified areas for improvement.

- Streamlined daily processes and enhanced operational efficiency using sound business acumen.
  - Supervised and trained 12 employees in daily job responsibilities.
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## **PROFESSIONAL DEVELOPMENT & AWARDS**

California Self-Insured Certificate (SIP)

Completion of Sedgwick's Individual Advancement Program (IAP)

Completion of Army Basic Training, Army Advanced Individual Training, Combat Lifesaver Course

Recipient of numerous awards and decorations during active duty in the Army.

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## **TECHNICAL SKILLS**

Microsoft Office Suite, Military Pay Systems, Expandable ERP, Juris