

Lior Gross

Charlotte, NC 28205

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#readytowork

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Unifin Inc - Remote

April 2020 to Present

- Call center representative for Green Dot prepaid cards
- Assist cardholders with account updates, transaction disputes, and general product inquiries

Portal Billing Supervisor

ASSA ABLOY Entrance Systems - Monroe, NC

September 2019 to March 2020

- * Supervised a team of 4 billers
- * Was responsible for managing about 40 portals, most of which with multiple customers; included both Key Account customers and local customers
- * Assisted with the development and implementation of new protocols for reconciling Key Accounts

Service Invoicing Administrator

ASSA ABLOY Entrance Systems - Monroe, NC

March 2019 to September 2019

- * Audited and prepared bills for service calls in 15 districts across the US
- * Billed an average of 200 service orders per day
- * Generated an average of about \$45,000 in revenue per day

Portal Billing Temp

ASSA ABLOY Entrance Systems - Monroe, NC

November 2018 to March 2019

- * Was responsible for submitting invoices and paperwork to online portals for 15 customers
- * Assisted with account reconciliations
- * Provided other data entry assistance as needed

Server

Bonefish Grill - Charlotte, NC

2018 to 2019

Office Manager

Allstate Home Inspections, Inc - Pompano Beach, FL

2012 to 2017

- Managed/oversaw front and back office functions including customer service, human resources, scheduling and accounting in a fast paced, quick turnaround environment that required cross-functional skills and a quick-thinking, “do it all” attitude
 - Provided excellent customer service related to our website, inspection process, and complaints
 - Trained administrative staff
 - Managed full-time schedules for 5 home inspectors using Google Calendar, prepared materials needed (i.e., permit information, testing kits) and coordinated follow-on services with other vendors to facilitate inspections
 - Ran accounts payable and accounts receivable for an average gross revenue of \$50,000 per month
 - Calculated payroll for 6 employees
 - Managed mailroom for an office building with 12 offices
 - Managed and organized paper and digital files (paper files went back 7 years)
 - Created, designed, ordered, and printed marketing materials for trade shows
- Acquired real estate license in 2014 – having access to the MLS system added to accuracy and efficiency

Receptionist

Smith Community Mental Health Center - Plantation, FL

June 2010 to August 2010

- * Managed appointment schedules for 4 doctors using a multi-line phone system and Microsoft Outlook
- * Used an industrial all-in-one copier with fax capabilities
- * Greeted patients in waiting room and assisted with scheduling their follow-up appointments

Medical Records Filing Coordinator

Smith Community Mental Health Center - Plantation, FL

June 2008 to August 2008

- * Organized and filed all patient medical charts while adhering to HIPPA standards
- * Pulled charts for each doctor's daily schedule of patients

Education

Bachelor of Arts in Psychology

New College of Florida - Sarasota, FL

2011

Associate in Liberal Arts

College Academy at Broward College - Davie, FL

2007

Skills

- Web/tech savvy, require little to no training; Expert in Microsoft Office; Types 60 WPM; KPH Score 7860
- Highly organized with strong work ethic and exceptional customer service and conflict resolution skills
- In April 2017, served on primary committee responsible for successfully fundraising ~\$2,500 for a climate change awareness event with about 500-600 people in attendance in Fort Lauderdale, FL

- Presented original research obtained while conducting my undergraduate thesis at the 2010 Southeastern Social Psychologists Conference
- Account Reconciliation
- ProCore
- Microsoft Word
- Office Management

Assessments

Logic & Critical Thinking — Highly Proficient

March 2020

Using logic to solve problems.

Full results: https://share.indeedassessments.com/share_to_profile/8f9a958d31f528ed3b96bed2fd1ece76eed53dc074545cb7

Data Entry — Highly Proficient

March 2020

Entering data quickly and accurately.

Full results: https://share.indeedassessments.com/share_to_profile/4d18ad032003f3013a95f5d42fb93204eed53dc074545cb7

Working with MS Word Documents — Expert

March 2020

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: https://share.indeedassessments.com/share_to_profile/4429dd42d1de3427cc7a9ebaca0799f6eed53dc074545cb7

Scheduling — Expert

March 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: https://share.indeedassessments.com/share_to_profile/55e1cd6a540a19ee8ec59e6ed1795e66

Management & Leadership Skills: Planning & Execution — Highly Proficient

March 2020

Planning and managing resources to accomplish organizational goals.

Full results: https://share.indeedassessments.com/share_to_profile/d194513cc6c1e964f6d75bb9cbc3152beed53dc074545cb7

Attention to Detail — Expert

March 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: https://share.indeedassessments.com/share_to_profile/25950dfc47f019a2fcad5248e7858c2feed53dc074545cb7

Project Management Skills: Time Management — Highly Proficient

March 2020

Prioritizing and allocating time to effectively achieve project deliverables.

Full results: https://share.indeedassessments.com/share_to_profile/c6ad335e0eb80c735d37fadd3b616a4beed53dc074545cb7

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