

Valerie Hill

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Skills

- Strong analytical, comprehensive, and organizational skills
- Motivated and creative problem solver
- Ability to work independently and multi-task
- Exceptional verbal and written communication skills
- Proficient in Adobe Illustrator, Adobe Photoshop, and InDesign
- Proficient in Microsoft Office, specifically Word, Excel, and Outlook

Experience

SEPTEMBER 2019 - PRESENT

SelectQuote, Overland Park, KS –Customer Service Specialist

Performing general customer service duties for clients on Medicare and assisting them in connecting with licensed agents in their area for various types of insurance coverage. Researching and addressing client's concerns about coverage and general customer service duties.

NOVEMBER 2015 - SEPTEMBER 2019

Maximus Federal Services, formerly General Dynamics Information Technology, Lawrence, KS - Written Correspondence Department, Advanced Resolution Center, and general Customer Service Representative

Performing general customer service duties within respective departments via inbound/outbound telephone calls and written correspondence, adhering to strict production schedule when required. Utilizing strong verbal skills, attention to detail, knowledge of conflict de-escalation, and problem-solving skills to resolve complex customer issues, in the Advanced Resolution Center department. Researching and answering written customer inquiries within the Written Correspondence department to process executorship, guardianship, and power of attorney documents, and Authorization to Disclose Personal Health Information forms, as well as researching complex claims issues and reporting to the Medicare beneficiary, and analyzing appeal requests to determine validity. As a general customer service representative, utilizing broad knowledge of Medicare and Marketplace rules, regulations, and coverage information for positive, informed, and empathetic customer service, and quick resolution to the customer's issues and concerns.

APRIL 2013 - OCTOBER 2015

Culinaria Food and Wine, Lawrence, KS - Office Manager, Designer, Marketing/Promotions Management, and Event Planner

Management of office for Lawrence, KS catering company specializing in weddings, corporate events, and in-house specialty events. Responsible for design and creation of all event logos, promotional flyers, menus, signage, and promotional mailings, and management of all social, online and print media campaigns, as well as updating all event and social media pages with current event information. Development of marketing strategies to increase wedding bookings, and reservations for in-house events, partnering with advertisers and fellow vendors to promote the brand. Researching and soliciting local artists for in-house Final Friday events monthly, and management and organization of hanging art, creating signage, and promotion of the event. Collaborating and meeting with clients to organize pertinent details and event flow as well as upkeep of full event calendar, finalizing event schedules, creating detailed event outline sheets for event staff, and finalizing invoices and working with clients to ensure timely payment, and proper event follow up. Management of staff, creating staff work schedules, and service as head event coordinator at events.

MARCH 2012 - MARCH 2013

Circle S Ranch & Country Inn, Lawrence, KS - Office Manager, Designer, Marketing/Promotions Management

Customer service and management of daily operations of year-around inn/event venue. Responsible for re-design of full color, full page wedding promotional guide using InDesign software. Creation and design of logos for specific events, as well as full color print advertisements and creation of all signage and menus for weddings/events, as well as ranch event flyers, dinner menus, invitations, gift certificates, and rack cards using Adobe Illustrator. Management of social media and marketing and promotion for in-house events. Management of daily operations of the inn, including greeting guests, organizing guest schedules for massages, horseback rides, and meal reservations, as well as receiving and processing payments and updating accounting system, giving inn tours, booking reservations and use of meeting rooms.

SEPTEMBER 2004 - AUGUST 2011

MGI Companies, Inc., Lawrence, KS - Promotional Products Department Manager

Managing daily operations of the Promotional Products Department for multi-channel merchant of collegiate apparel, embroidery, and promotional products and all applicable clerical duties. Layout and creative design in the form of logo art and design and production of product flyers for use in marketing initiatives directed at sales reps and clients, for company sales specials, and social media. Customer service and daily communication with sales reps, nation-wide vendors, and clients, to ensure orders were appropriately handled to conclusion. Sourcing and quoting for sales reps, requesting and negotiating product quotes from vendors and overseas suppliers. Preparing logo art and communicating with art department for proper art requirements as well as management of proofing process with vendors and clients.

JUNE 2004 - SEPTEMBER 2004

MGI Companies, Inc., Lawrence, KS - Promotional Products Artist

Responsible for production art for promotional product items, including re-drawing of customer art, logo placement and sizing to specific product requirements and creation of company flyers and in-house promotional information.

Education

CURRENTLY ENROLLED

University of Kansas, KU Webcoding Bootcamp

- A fast-paced, full-stack program including key skills for front-end and back-end web development. Curriculum includes HTML5, CSS3, JavaScript, jQuery, Java, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line, Git, and more.

LAWRENCE, KS 2004

University of Kansas, Bachelor of Fine Arts, History of Art

- 4.0 GPA in major studies
- Recipient of Amsden Award for excellence in Art History classes, 2003

HUTCHINSON, KS 1997

Hutchinson Community College, Associate of Arts, Graphic Design

- Dean's Honor Roll