

Cindy Wah
wahcindy@gmail.com
(719) 505-4373

Summary:

Experienced professional with strong military background. Effective communicator both verbally and in writing. Excellent leadership, organizational, technical and interpersonal skills. Highly trustworthy, ethical, and committed to superior customer service. Detail-oriented and resourceful in completing all tasks. Exceptional ability to work under pressure and solve problems creatively and effectively.

Skills:

- Solution Minded and Results Driven.
- Fluent in Spanish.
- Outstanding data analysis, reporting, and planning skills.
- Solid leadership skills.
- Strong research skills.
- Comprehensive ability to multi-task.
- Exceptional time management and ability to prioritize tasks appropriately.
- Fluent in all Microsoft Office programs. Expert in using Outlook, Word, and Excel.
- Experience with event planning and coordination.

Experience:

Customer Service Representative

November 2014 – June 2015

GEICO, Fredericksburg, VA

- Multi-faceted role with a priority of resolving all client's questions and insurance needs within one call.
- Provides top quality customer service through answering inbound calls within the specialized department handling only commercial business.
- Consulted with business owners to ensure that they are properly covered by their insurance. Assisted in getting them proof of insurance.
- Responsible for meeting and exceeding various metrics and customer service goals.
- Managed documentation of all calls, notes, and issues within a CRM system.
- Obtained over 20 insurance certificates.

Patient Support Representative, Lien Specialist

March 2014 – Aug 2014

Resource Corporation of America, San Antonio, TX

- Completed lien process; filed over 80 hospital liens; securing at risk dollars for hospitals
- Provided excellent customer service; preserved good communication with patients, attorneys and adjusters; resulting in better on-going relationships with clients
- Generated billing statements; produced over 95 reports; yielding to new pursuable accounts
- Maintained constant communication with insurance companies, patients and attorneys; ensured hospitals received maximum reimbursement for services provided

United States Air Force

September 2003 to September 2013

Staff Sergeant

Held various positions within the Air Force (listed on next page)

Enterprise Event Planner

Space Enterprise Exercises, Colorado Springs, CO

- Responsible for planning and coordinating and coordinated events for multiple agencies and units, including revolutionizing the training program for 145 personnel.
- Created the first of its kind exercise program and enabled very robust training for multiple agencies to tie in to.

Systems Operator

Colorado Springs, CO

- Managed Space Control Systems test and designed rigorous pre-evaluation tests which ensured that our tactics would be effective.
- Accomplished the status of subject matter expert. Successfully executed over 1,000 missions and ensured protection of 65,000 troops.
- Conducted Space Control System demonstration for senate tour and provided accurate knowledge briefing.

Mission Manger

Hickam AFB, Hawaii

- Led 4 shifts of 25 personnel; updated Section's Metrics; validated accuracy of target collection data – confirmed National Security Agency's most current mission requirements
- Chosen as test administrator; proctored 4 Job Qualification Requirements (JQR) upgrades – increased qualified personnel 33%
- Briefed leadership on Morse section Course of Action; operators directed to obtain 2nd JQR – 80% completion
- Updated Section's study guides and JQR; yielded most recent data for training purposes – validated operation's mission objective

Shift Supervisor,

US Air Force, Hickam AFB, Hawaii

- Led shift of 6 personnel in high-profile hear-ability tests for worldwide customers – ensured 100% task completion
- Mentored operators in search and detection; provided managers with valuable collection data – increased collection hours 25%
- Trained entire shift on Job Qualification Requirement; operators passed with 90's score average
- Validated 36 training requirements; expertise ensured proper training of section operations

Education**Miami International University of Art and Design**

Graphic/Web Design

Expected Graduation: 2019