

Jane Doe

Address

City, State, Zip Code

Telephone: Daytime/Evening (832) XXX-XXXX

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SSN: xxx-xx-xxxx

PROFESSIONAL OBJECTIVE

Family Readiness Support Assistant (Office Automation)

Job Announcement Number: WTEW12761573180083D

SUMMARY

Passionate about making a difference and impacting the lives of others

Strong verbal, written and interpersonal communication skills

Ability to multi-task and complete all assignments in a timely manner

Experienced in all Microsoft Office, Windows programs, and Apple software

10 years of customer service experience

Proficient in Clerical and Administrative procedures

Able to type 40 words per minute

Fluent in Spanish

PERSONAL INFORMATION

Country of Citizenship: United States of America

Veteran Status: 5 Point Veteran (see attached documentation)

Reinstatement Status: Not Eligible

Civil Service Status: No prior civil service appointment

WORK EXPERIENCE

Claims Administrative Assistant, September 2010 to June 2011

ACME

711 Somewhere Boulevard

Suite 300

Honolulu, HI 96813

\$29,000 per annum/excellent benefits/40 hours per week

Jenny Supervisor (808) XXX-XXXX

CLERICAL AND ADMINISTRATION: Assembled and organized Personal Injury Protection files for adjusters, attorneys, other insurance companies and health care providers, completing an estimated 30 files per day.

Oversaw the adjuster's diaries (work logs), organized and distributed incoming faxes, retrieved all voice mails and website inquiries, and provided call backs in a timely manner.

Maintained all seven of the claim adjusters' calendars by keeping track of incoming and outgoing personnel, scheduled meetings, and events.

COMMUNICATION: Aided seven personal injury protection claims adjusters with their daily inbound and outbound phone calls that ranged between 30 to 40 calls per day.

Provided written correspondence to an average of 25 claimants per day on behalf of the adjusters.

Customer Service Representative, April 2010 to September 2010

ACME

711 Somewhere Boulevard

Suite 300

Honolulu, HI 96813

\$30,000 per annum/excellent benefits/40 hours per week

Rachel Supervisor (808) XXX-XXXX

CUSTOMER SERVICE: Resolved an average of 50 customer inquiries, explained insurance coverage, and made changes to our policyholders' insurance policies.

Received up to 50-60 inbound telephone calls per day and worked with the customer to ensure he/she was properly insured.

Processed the addition/deletion of vehicles, added lien holders, faxed binders, processed payments and insurance cards, added drivers, and sold additional insurance products to our customers.

Utilized between two to three systems while speaking to the policyholder in order to effectively and efficiently process his/her entire request in one phone call.

Delinquency Control Specialist, March 2009 to February 2010

Pentagon Federal Credit Union

761 Tank Battalion Avenue

Building 322

Fort Hood, TX 76544

\$30,000 per annum/excellent benefits/40 hours per week

Insert Supervisor name (254) XXX-XXXX

Reviewed delinquent accounts to determine actions to be taken, initiated appropriate follow-up activity, and maintained online chronological records of all facts, information developed, and actions taken.

Determined reason for delinquency and established an equitable payment arrangement enlisting the cooperation of the member; tracked member's compliance to revised payment schedule.

Counseled and assisted members in the reduction and elimination of delinquent loan accounts.

Provided in-depth productive and remedial financial counseling as needed.

Contacted third parties such as relatives of the delinquent member, employers, personnel officers, or credit bureaus for the purpose of determining whereabouts of the member.

Modified extension agreements and legal documents for refinancing of delinquent loans after receiving appropriate approval.

Filed and organized all pending delinquency payment plans and scheduled appointments to discuss status of payment plans with members over the phone.

Contributed to reducing outstanding balances of the Credit Union by having 80% of customers pay their monthly minimum payment arrangement.

Bilingual Customer Service Representative, May 2008 to February 2009

ACME

4501 Somewhere Drive

Killeen, TX 76543

\$20,000 per annum/great benefits/40 hours per week

Elvira Supervisor (254) XXX-XXXX

Received inbound customer calls, responded to customer inquiries regarding their accounts, and processed lost and stolen reports and merchant disputes on behalf of the customer.

Aided customers in canceling services and requesting refunds for any authorized or unauthorized charges made to their accounts.

Completed request forms for payment investigations regarding payments that were received by written correspondence, online, or processed over the phone, but did not post to the account.

Handled all escalated calls from customer service, retention, and the collections department.

Processed payments over the phone, educated customers on payment time frames, read all disclosures to customers, and noted the accounts when changes were executed.

Met customer requirements through first contact resolution.

Communicated effectively with individuals/teams in the workplace to ensure high quality and timely expedition of customer requests.

United States Army, October 2002 to December 2006

Fort Hood, Texas 76544

Signal Support Systems Specialist

\$32,000 per annum/excellent benefits/active duty

Supervised, installed, and maintained signal support systems and terminal devices, to include radio, wire, and battlefield automated systems.

Performed unit maintenance on multi-functional/multi-user information processing systems, peripheral equipment, and auxiliary devices.

Transferred data between information processing equipment and system. Prepared maintenance and supply requests for unit level Signal support.

Provided technical assistance, unit level training for automation, communication, and user owned operated Signal equipment for over 600 service members.

Responsible for the information desk related to troubleshooting issues over the phone for over 35 customers per day.

Managed the office calendar, assigned daily work orders and tasks to technicians, kept track of all completed assignments, and filed them for future reference.

EDUCATION

B.A., Social Science - Ashford University, Clinton, Iowa, November 2012

Signal Support Systems Specialist Course - Army Individual Training, Fort Gordon, Georgia, May 2003

High School Diploma – Homer Hanna High School, Brownsville, Texas, June 2002

TRAINING

Hawaii Property and Casualty Insurance Producer, May 2010

Army Family Team Building Level 1, April 2010

MEMBERSHIPS

Ashford University Alpha Lambda Chapter of Alpha Sigma Lambda (ASL) National Honor Society

Golden Key International Honor Society

HONORS, AWARDS, AND SPECIAL ACCOMPLISHMENTS

Army Achievement Medal, 2002

Ashford University's Dean's List, Fall 2011 and Summer 2012