

Candidate 4494

MT

Dedicated and technically skilled business professional with a versatile administrative support skill set developed through experience as an office manager, secretary, and administrative assistant.

LANGUAGE SKILLS:

Russian, Ukraine and English

CERTIFICATES:

State of Montana Insurance License:

Casualty, Disability (Health), Life, Property

CNA certified from 8/18/13.

WA state Medial Assistant-Phlebotomist (MA-P) certification

CPR certified

GED

two years of College

Professional Customer service experience:

- Ten years of Experience providing customer service in busy environments for interpreting agency working with people who English in second Language
- Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
- Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency.
- Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.
- Advanced skills in MS Office Suite (Word, Excel, Access, PowerPoint and Outlook); demonstrated ability to learn new computer programs quickly.
- Expert interpersonal and communication skills -- known for tactful handling of sensitive, confidential issues; ability to resolve customer complaints; and timely completion of polished, executive-level reports and presentations.
- Reputation for dependability, honesty, dedication and enthusiasm. Provide premium service to both internal and external customers.
- Excel in resolving employer challenges with innovative solutions, systems and process improvements proven to increase efficiency, customer satisfaction and the bottom line.

Highly organized, efficient and skilled in a variety of office support tasks, including:

* Multi-line telephone system * Customer Service * Filing * Database & Records Management * Criminal History background check * Quarterly Reports * Orientations for new Subcontractors * Data Entry (80WPM) * Administrative support * Complaint Handling * Handling emails * Scheduling & Calendaring * Paperwork * Meeting & Event Planning * Multi-task

EXPERIENCE:

State Farm 01/01/2023 to present.

- Sold home, auto, life, health and business insurance and upgraded policies for established customers.
- Answer any questions or concern policy holders have with their insurance policies, billing, claims.
- Explained features of polices and both advantages and disadvantages of various policies.
- Calculated premiums and established payment method.
- Performed customer service with Clients by listening to their concerns and finding solutions that addressed their needs.
- Processed applications, payments, corrections, endorsements and cancelations.
- Opened claims.
- Marketed products and services through Facebook and google.
- Multi-line phone

Medical Center -WA

Emergency Department Tech/Health Unit Coordinator (HUC)

- Customer Service
- Multiple Phone lines
- Handled phone calls from patients, clients, doctors, clinics
- Charting using EPIC
- Requested medical records from other facilities. Filing.
- Phlebotomist
- Performed EKG/ECG
- Assisted RN with procedures.
- Assisted MD with procedures (Cardioversion, lumbar puncture, pelvic exam ect)
- Performed CPR
- Took out IV'S, prepared patient to be discharged.
- Wound Care, Suture/Staple removal, Bedside imaging (bladder scanner)
- Cath Lab Prep, Splinting, Specimen collection
- Transported admitted patients.
- Recorded Vitals, I&O
- Ring removal.
- Provided training to new PCT /ED technician

Translation Service - WA
LED Coordinator- 5 Years

- Customer Service Representative
- Scheduled interpreter services for Hospital, Clinics, Courts, etc
- Handled a busy phone system, functioned as primary liaison to customers and ensured a consistently positive customer experience.
- Scheduled appointments for clients who has no or limited English.
- Worked with more then 500 subcontractors with different backgrounds and language skills, who English is a second language.
- Handled complain written responses from clients.
- Filing, Data Entry, Daily -mails, gave orientation for the new subcontractors, by explaining company rules and regulations. Ordered office supplies. Check Criminal Background check for subcontractors. Checked old files of subcontractors to make sure everything is up to date. Quarterly reports for clients.
- Excelled within deadline-intensive environment, ensuring the accurate and on-time completion of all projects.
- Worked with company clients to bring all paper work up to date. (Hospitals, clinics, DSHS, etc). Helped resolve problems.