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| Candidate *76129*  City Personnel  (401)331-2311   |  |  | | --- | --- | |  |  | |

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| **Work History** |

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| January 2022 - Present | **Customer Service Associate, Contract**  *Robert Half / Protiviti*   * Answers phone line and acted as a liaison for applicants prioritizing sensitivity and confidentiality * Ensures homelessness applications were processed and handled in a timely and efficient manner to comply with appropriate regulations and deadlines * Works under NeighborWorks Housing Solutions to assist on a project funded by the federal government and the state of Massachusetts regarding homelessness * Reviews applications for individuals on the verge of homelessness ensuring their applications have no missing information, proper supporting documentation, and contained no errors * Responsible for fact-checking all documents to ensure the applications are not fraudulent and meet all DHCD requirements |

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| December 2020 - October 2021 | **Dealership Program Management**  *GEICO, AJAM LLC*   * Developed a relationship between the local GEICO office and car dealerships * Maintained relationships to bring revenue to the newly opened offices * Coordinated assigning dealerships to the insurance agents * Utilized excellent communication and customer service skills to personnel from local GEICO offices and car dealerships * Handled confidential information with discretion and demonstrated customer focus with professionalism * Answered calls providing exceptional listening skills to determine the nature of their call-in order to address their inquiries clearly in a professional manner |

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| August 2019 - August 2020 | **Customer Service Associate** **/Human Resources**  *Aerotek*   * Handled payroll process for specific departments * Provided support for the daily operations of the Human Resources Department * Maintained the accuracy of, and managed new hire paperwork in accordance with company policies and government regulations * Responsible for onboarding new hires * Answered phones, triage calls, and conveyed a positive and professional image |

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| April 2018 - August 2019 | **Workers Compensation Administrator**  *BD Physical Therapy*   * Investigated workers’ compensation claims to determine compensability * Called employers, insurance companies, and utilization review companies for information pertaining to each individual patient’s claim * Created patient charts as well as tracked physical therapy treatments * Contacted law offices for letters of representation * Contacted other facilities for records and bills * Ensured adherence to organizational best practices and client service requirements for completion and claims closures * Answered phones, triage calls, greeted and directed appointments/office visitors |

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| August 2017 - December 2018 | **Experienced Associate**  *Miniluxe*   * Responsible for the daily operation of the studio * Greeted and checked in individuals * Handled supply ordering, technician reviews, and cash handling * Utilized excellent communication and customer service skills to visitors |

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| **Education** |

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| June 2015 | *University of Massachusetts - Boston* |

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| May 2014 | *High School Diploma, Brockton High School*  *Insurance Licensing Certification* |

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| **Skills** |

Administrative Experience

Time Management

Human Resources

Payroll

New Hire Onboarding

Customer Service

Microsoft Office

Word

Excel

PowerPoint

SharePoint