

QUALITY ANALYST/SENIOR RECORD KEEPING SPECIALIST

Summary

Administrative professional eager to leverage over 20 years of experience and business management degree to secure a higher level position that will demonstrate leadership skills. Highly organized, efficient and skilled in a variety of office support tasks.

Professional Highlights

Creates vision for performing art shows and acquires appropriate facilities for expected guests.

Motivates and manages teams for targeted outcomes.

Recruit and supervise associates to ensure effective mentoring of all performers.

Lead coach for upwards of 60 performers per venue.

Oversees all record keeping.

Handles approval of budgets, payroll accounts, costume selections, stage sets, playbills press releases and purchases of insurance contracts required for facility rentals.

Reviews and approves rental contracts for vendors, captures sales records for ticket type orders, manages timelines and schedules.

- Procedure development
- Personable
- Team building
- Relationship building
- Flexible
- Dedicated
- Client relationships
- Troubleshooting and problem solving
- Productivity improvement specialist
- Quality assurance and control
- Organized
- Results-oriented
- Cost reduction and containment

Experience

May 2010

Company Name City , State Quality Analyst/Senior Record Keeping Specialist

- Excel within deadline-intensive environment, ensuring the accurate and on-time completion of QC related tasks and volumes related to service level agreements.
- Provided weekly team building to motivate peers toward team mindsets resulting in praise by management and associates.
- Facilitate team huddle and use lean capacity management principles to flex workloads between Pay-In QC processes.
- Document standardization of processing to eliminate waste.
- Attend daily/weekly meetings related to implementation of process improvements as a result of problem solving.
- Assist in updating standard operating procedures related to the Asset Transfer process.
- Assisted in developing visual management boards related to four separate processes to monitor production and capacity management.
- Responsible for researching and reporting trends that will effect work processes; provide effective and efficient action plan to eliminate waste and implement within necessary turn-around time.
- Tapped for projects company-wide.
- Recognized for high-quality work, organizational strengths and exceptional customer service delivery related to the TIAA-CREF Way.

January 2007

to

May 2010

Company Name City , State Customer Service Representative

- Provided quality service to customers related to asset transfer form requests and NIGO resolution. Lead associate for NIGO reporting to upper management and responsible for reduction of NIGO queues by working with financial consultants and related associates.

January 2001

to

January 2007

Company Name City , State Customer Service Representative

- Acted as a liaison to supervise 15 institutions requesting enrollments and information related to posting client premiums.
- Accurately performed calculations related to gains or losses.
- Performed rollover/transfer payments to and from contracts to serve client requests.
- Processed refund payments for reconciliation of unclaimed payments.

January 1990

to

January 2001

Company Name City , State Receptionist/Administrative/Telephone Service Counselor

- Professionally responded to telephone/written communication and in person visits from participants and institutions regarding payments, eligibility, policy loans and individual life insurance products.

- Received excellent reviews for customer service and resolution of client complaints.

March 2004

to

Current

Company Name City , State Performing Arts Director/Project Manager

- Creates vision for performing art shows and acquires appropriate facilities for expected guests.
- Motivates and manages teams for targeted outcomes.
- Recruit and supervise associates to ensure effective mentoring of all performers.
- Lead coach for upwards of 60 performers per venue.
- Oversees all record keeping.
- Handles approval of budgets, payroll accounts, costume selections, stage sets, playbills press releases and purchases of insurance contracts required for facility rentals.
- Reviews and approves rental contracts for vendors, captures sales records for ticket type orders, manages timelines and schedules.

Education

University of Phoenix City , State Pursuant of Bachelors Degree : Business Management Project Management Business Management Project Management

Berkeley College City , State Associates Degree : Business/Office Administration Business/Office Administration

Work History

Company Name

Company Name

Company Name

Skills

Customer service, people and goal-oriented, proven ability to mentor and coach, verbal and written communications