



Objective:

I am a detail-oriented professional with strong technical skills and the ability to learn concepts quickly, seeking to work in an environment that will further challenge me; while allowing me to contribute to the continued growth and success of the organization. I believe in how much I can give to the organization rather than how much the organization can give me.

Experience:

TEMPLE UNIVERSITY

Education Computing Center

Consultant

Philadelphia, PA / September 2016 – Present

- Provide technical support/troubleshoot technology related problems
- Assist patrons with signing out over the counter equipment loans from our storage area
- Complete detailed equipment reservation requests
- Perform dispatch duties upon request:
- Deliver paper and toner cartridges, clear paper jams, etc. in various labs
- Assist faculty and staff in their offices upon request
- Assist on special projects upon request
- Assist with basic PC setups
- Deliver, set-up, and pick-up audiovisual equipment to/from classrooms in a timely, courteous manner while also assisting the requester with getting started.

LEXISNEXIS RISK SOLUTIONS

Records Coordinator

King of Prussia, PA / December 2017 – September 2018

- Processed returned responses from police agencies.
- Contacted police and fire agencies to inquire about reports
- Answered incoming requests and calls to and from insurance clients, police and fire agencies.
- Updated requests, terminated requests returned from government agencies, and matched returned reports with the transaction number
- Conducted map research and internet research
- Contacted police or other agencies for required costs, requested information or report numbers as mandated by the originating agency
- Utilized shortcut keys/macros to navigate internal systems and pre-defined client notices

SKILLS

Adaptability

Social media literacy

Problem solving

Active Listening

Microsoft Office proficient

Friendly Personality

Data entry

Troubleshooting

Document management

EDUCATION

Temple University

COMPUTER INFORMATION
SCIENCE

Philadelphia, PA

GPA 3.5

Northeast High School

Magnet

Philadelphia, PA

GMH Mortgage Services

Loan sales clerk (Temp)

Conshohocken, PA / April 2017– October 2017

- Followed up on any missing documentation in mortgage file.
- Scanned and indexed all closed in-house mortgage loan file documentation.
- Creates a permanent file for all files to retain documents such as the original Note and Mortgage.
- Performed additional miscellaneous filing as necessary.
- Reviewed and verified recorded documents, including notary acknowledgements, legal descriptions, and lien information
- Ensured neatness and organization of loan file/document storage.
- Tracked mortgage loan file/document retention. Coordinated shredding and disposal of mortgage loan files/documentation when they were no longer required to be retained.

COMMUNITY SERVICE

Computer Technician

Nonprofit Technology

Resources

Science presenter

The Franklin Institute

COMMUNITY COLLEGE OF PHILADELPHIA

Computer Lab Assistant

Philadelphia, PA / September 2015 – December 2015

- Identified, analyzed, and resolved technical problems in a professional manner by providing guidance to students and faculty on various software, tools, and applications (Microsoft Word, Access, Excel, PowerPoint, Outlook, Adobe, etc.)
- Aided in the process of answering technical and informational questions from students
- Maintained an atmosphere that is physically tidy and conducive to academic pursuits
- Supervised the periodic inspections and maintenance checks on laboratory

MONTGOMERY MEDICAL EQUIPMENT

Billing Collector Specialist /

Medical Document Technician

Phoenixville, PA/ January 2015 – April 2015

- Identified and resolves patient billing complaints
- Answered questions from patients, clerical staff and insurance companies
- Performed various collection actions including contacting patients by phone,
- Corrected and resubmit claims to third party payers
- Processed payments from insurance companies and prepares a daily deposit
- Reviewed accounts for possible assignment and make recommendations to the billing Supervisor, also prepares information for the collection agency
- Prepared and submitted clean claims to various insurance companies' either electronically or by paper
- Cleared paper jams and informed technicians of specific problems
- Scanned and filed patient's medical records and invoices into an electronic data base