

Objectives Exploring for an exciting and challenging position at a growth-oriented company, which will allow me to both further utilize my skills and acquire new abilities.

Qualifications Proficient in Microsoft Offices; ability to multi-task with interruptions while maintaining great accuracy and meet deadlines; well organized and detail oriented; 5+ years in general office experience; strongly motivated and able to work well with others.

Education Sacramento City College 2001- Present Sacramento, Ca

Hiram Johnson High School 1996-2000 Sacramento, Ca

Professional Experience **Nationwide Insurance** 6-2002/12-2007 Sacramento, Ca
Lead Underwriting Enrollment Coordinator

- Assisted senior underwriters in generating correspondences and administration duties such as mailing, faxing, updating databases, creating and maintaining individual files, and photocopying.
- Serviced agents, producers, sales representative via face to face or by phone with all aspects of Health applications; to obtain all information needed to underwrite cases; reviewed and interpreted mail received from agents, applicants and physicians.
- Conducted telephone interviews with applicants and prepared documents to agents for the purposes of obtaining important underwriting information; and provided written documentation as part of application.
- Organized information and prepared reports for upper managements.
- Prepared contracts, amendments and proposals; insuring all required documents are received and reviewed for final processing.
- Managed training module for new employees. And identified and provided additional training for co-workers.
- Lead individual for handling requests for medical records and medication history, and researching for examination/labs from contracted vendors.
- Coordinated and assisted in meetings and projects.
- Maintained and upgraded filing system and retrieval of records.
- Assisted in developing procedures for follow-ups on potential applications.

General Utility Clerk 11-00/6-02

- Provided clerical support for property and casualty claims department.
- Organized and maintained documentation for claims files.
- Utilized a high degree of communication while facilitating calls from insured's and agents

- Sorted and distributed faxes and the mail.
- Routed claims to appropriate claims queue.
- Provided basic training for new employees.
- Requested existing members file for new claims.
- Responsible for the maintenance and ordering of office supplies
- Provided additional administrative support for manager as necessary.

Sacramento County Administration

6-99/8-99

Sacramento, Ca

Clerical Assistant

Assisted in preparation for audits; prepared property bank statements; structured a sufficient filing system; used ten-key and typing skills.

Stockton Blvd. Police Resource Center

3-99/5-99

Sacramento, Ca.

Office Assistant/Receptionist

Scheduled appointments; routed incoming and outgoing calls; updated bulletin community boards; performed clerical duties such as faxing, filing and photocopying; wrote police reports on graffiti; documented the report by taking digital pictures of the graffiti on location and transferring to the computer.

Languages English, Mien

References Mona Paia, Underwriting Supervisor III 916-801-5012

Torey Ross, Health Underwriter 916-224-2855

Janet O'Connor Facility Manager