

Resume 1055

OBJECTIVE:

Dedicated and detail-oriented professional seeking a position where strong organizational skills, multi-department coordination experience, and commitment to efficiency can support daily operations, improve workflow, and contribute to a team-focused environment.

SUMMARY OF QUALIFICATION:

- Experienced in inventory control, purchasing operations, vendor relations, and market research.
- Skilled in developing reports, tracking data, maintaining compliance, and improving internal processes.
- Strong administrative background with experience managing office functions, supplies, scheduling, & confidential documentation.
- Proven ability to coordinate projects, create procedures, establish service-level expectations, and support cross-functional teams.
- Effective communicator with experience collaborating professionally with vendors, clients, providers, & business owners.
- Adept at solving problems in fast-paced environments while meeting strict deadlines and performance metrics.

PROFESSIONAL EXPERIENCE:

02/2013 – 06/2014 **Inventory Control Manager** (Previously Executive Administrator)
East Coast Appliance, Virginia Beach, VA

- Selected products and conducted market research to ensure optimal pricing, quality, and availability.
- Negotiated pricing and purchasing terms with suppliers to secure cost-effective goods and raw materials.
- Finalized purchasing deals, completed transactions, and ensured timely payments to vendors.
- Prepared and presented inventory, purchasing, and budget reports to leadership.
- Enforced company purchasing policies and ensured compliance across departments.
- Monitored inventory levels and coordinated replenishment to support operational demands.
- Welcomed guests, clients, and customers, providing professional support and customer service.
- Maintained office supply inventories and coordinated administrative needs to improve daily workflow.

06/2010 – 07/2011 **Office Manager**
Farmers Insurance Agency, Chesapeake, VA

- Prepared documents and processed confidential information with strict adherence to privacy requirements.
- Maintained office efficiency through organized workflows, accurate records, and high service standards.
- Supported planning and coordination of district events and team functions.
- Managed office services, supplies, and vendor relationships to ensure smooth daily operations.

07/2009 – 03/2010 **Server / Hostess**
Paradock's Restaurant, Chesapeake, VA

- Delivered excellent customer service in a fast-paced environment, ensuring an enjoyable dining experience.
- Greeted and seated guests, managed reservations, and assisted with front-of-house coordination.
- Handled customer inquiries and resolved concerns to support positive guest satisfaction.

01/2004 – 07/2008 **Document Management Specialist** (Previously Project Coordinator / Distribution Services Specialist)
Amerigroup, Virginia Beach, VA

- Reviewed claims and appeals with accuracy and compliance to organizational standards.
- Utilized Entrendex to vertex scanned claims and ensure proper indexing for processing.
- Received, batched, and processed claims into an Access database for timely workflow progression.
- Corresponded professionally with providers, vendors, and business owners to resolve issues and gather information.
- Created spreadsheets, reports, and inventory documents to support operational tracking and analysis.
- Coordinated work for multiple business owners, vendors, and associates, assisting with daily problem-solving to meet and exceed service-level agreements (SLA) of five business days or less.
- Developed policies, procedures, and SLA guidelines for daily, weekly, and monthly projects to streamline operations and improve consistency.

EDUCATION and TRAINING:

Associate's Degree – Registered Medical Assistant / Certified Phlebotomist / Certified EKG Tech.
ECPI / Medical Careers Institute, Virginia Beach, VA

High School Diploma
Selinsgrove Area High School, Selinsgrove, PA