

SUSAN BENETT

MANAGER

CONTACT

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 FL 34711

PROFILE SUMMARY

Accomplished Business Manager equipped with 20+ years of diverse and progressive experience in project and program management. Broad industry experience includes Healthcare, sales and call center. Speaks 3 languages fluently and proficient in Spanish. Detail oriented and communication savvy with record of successful project integration. Skilled at defining and controlling scope, achieving project objectives, managing and building cross-functional teams. Driven and adaptable with a passion for creating innovative business solutions to meet corporate needs.

EXPERIENCE

IMMIGRATION AND TAX DOCUMENT PROCESSOR

Orio Center, Orlando FL 32805

Dec 2015 - Present

- Analyzed client documentation and history to determine eligibility for immigration-related benefits.
- Acted as a translator (document and in person) at immigration interviews.
- Drove continuous improvement in day-to-day process and transformation initiatives that resulted in impactful evolution.
- Created and managed processes and procedures to coordinate documentation for visa processing on immigrant and non-immigrant applications.

NORTH REGION/MAJOR ACCOUNT ADMINISTRATOR

Mania Business Solutions, Orlando, FL

Feb 2006 - March 2015

- Supported Chief Operating Officer with daily operational functions.
- Analyzed departmental documents for appropriate distribution and filing.
- Reviewed and provided comments on the adequacy of documents and took necessary steps to cure any deficiencies.
- Liaised with vendors to order and maintain inventory of office supplies.
- Assisted in all areas of administrative work including data entry, receptionist duties, file organization, research and development.
- Responsible for all office supply orders and distribution
- Provided customers with exceptional service

SENIOR RESERVATION AGENT

Worldwide Travel Center, FL

Aug 2004 - Feb 2006

- Responsible for new employee training.
- Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.
- Received multiple reviews acknowledging my level of dedication to excellent customer service.
- Implemented new processes and systems for improving customer service satisfaction.
- Provided daily support as the company's only bilingual Spanish/English customer service representative.

PATIENT ADVOCACY REPRESENTATIVE

Healthcare Advantage, Sunrise, FL

Jan 2004 - April 2004

- Developed reputation as an efficient service provider with high levels of accuracy.
- Coordinated new process for employee evaluation which resulted in marked performance improvements.
- Carefully reviewed medical records for accuracy and completion as required by insurance companies.
- Professionally and courteously verified appointment times with patients.
- Monitored shared email in-boxes and ensured inquiries were addressed.
- Cross-trained and provided back-up for other customer service representatives when needed.

EDUCATION

BACHELOR OF ARTS - MARKETING/BUSINESS

Phoenix University

- Relevant Coursework
- Fundamentals of Communication
- Strategic Sales
- Retail Marketing

HEALTH ADMINISTRATOR - AA

Broward Community College

- PowerPoint classes
- Successful completion of time management courses.
- Microsoft Office training

HIGH SCHOOL DIPLOMA

Hallandale High School

SKILLS

- Project Management Skills
- Digital Marketing
- Negotiation
- Critical Thinking
- Active Listening
- Communication Skills
- Conflict Resolution
- Records/File Management
- Computer Proficient

COMMUNITY ACTIVITIES

President/Group Director for Habitat for Humanity

- Organized new projects
- Handled donations and Fund raising
- Coordinated the mission works

Memorial Regional Hospital: Children ER

- Called patients to get feedback on service
- Assisted Doctors and Nurses in Patient Care
- Helped with paper work and Data Entry