

PENELOPE SPENCER

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SUMMARY

Executive Assistant who is skilled at multi-tasking and maintaining a strong attention to detail. Employs professionalism and superior communication skills to meet client and company needs.

HIGHLIGHTS

- Microsoft Office proficiency
- Proper phone etiquette
- Meticulous attention to detail
- Mail management
- Articulate and well-spoken
- Appointment setting
- Customer service-oriented
- Scheduling

ACCOMPLISHMENTS

Decreased costs by [Number]% by negotiating pricing with vendors regarding wholesale billing and marketing procedures.

EXPERIENCE

04/2014 to 09/2014

Case Manager

Genworth Financial – Lynchburg, VA

Verified and logged in deadlines for responding to daily inquiries. Maintained detailed administrative and procedural processes to improve accuracy and efficiency. Contacted insurance providers to verify correct insurance information and get authorization for proper billing codes. Updated patient accounts and information on a daily basis. Handled and processed confidential patient information.

03/2007 to 02/2014

Lead mail clerk, Preparer

Pitney Bowes, ACS, Xerox – Lynchburg, VA

Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information. Served as central point of contact for all outside vendors needing to gain access to the building. Maintained an up-to-date department organizational chart. Dispersed incoming mail to correct recipients throughout the office. Made copies, sent faxes and handled all incoming and outgoing correspondence. Organized files, developed spreadsheets, faxed reports and scanned documents. Received and distributed faxes and mail in a timely manner. Verified and logged in deadlines for responding to daily inquiries. Maintained and enforced a safe and clean working environment at all times. Trained 5 new employees quarterly.

04/2005 to 03/2007

Packer

J.Crew – Lynchburg, VA

Maintained and enforced a safe and clean working environment at all times. Maintained operator logs, forms and records in accordance with company policies and DOT regulations. Operated equipment safely and efficiently at all times.

EDUCATION

1992

Associate of Arts: Business Management

Santa Monica Community College – Santa Monica, CA, United States