

# Amanda Sanks

## Temporary Worker - Classification and Compensation

New York, NY

sanksah@gmail.com - (212) 228-0024

Highly Experience Customer Service professional. Able to handle volume of customer calls in a fast paced environment with minimum supervision. Excellent listening skills, oral and written communications. Comfortable in interacting with all levels of the organization and public. Excellent problem solving and negotiating skills. Able to make decisions independently and quickly with minimal escalations.

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### **Temporary Worker**

Classification and Compensation - New York, NY - June 2012 to Present

Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.

Answer telephones, direct calls and take. Maintain and update filing, inventory, mailing and database systems, either manually or using a computer. Communicate with customer's employees and other individuals to answer questions, disseminate or explain information, take order and address complaints.

Open, sort and route incoming mail answer correspondence, and prepare outgoing mail.

Monitored citywide, and monthly state examinations. Assist the candidates with questions regarding paper work and exams. Collect payments from candidates taking exams.

#### **Data Entry**

Ultimate Staffing Temp Agency - South Hackensack, NJ - March 2012 to June 2012

South Hackensack, NJ March 2012 - June 2012

Monitor (Proctor)

Check candidate in for the most recent FDNY exams

Checked ID, assign seating

Monitor them as they took exams, fingerprints

Data Entry

Report any problems to supervisors.

#### **Procurement Analyst Assistant/Intern**

Housing Preservation and Development - New York, NY - April 2011 to September 2011

Assisted the Procurement Analyst in scheduling temporary staff for interview Accessed daily the NYC Financial Management and Share point Software systems to make sure all vendor payment war received

Performed light booking keeping regarding Accounts Payable and Accountants Receivable

Ordered, updated and kept an accurate inventory of all office supplies

Accessed Microsoft Office Suite and Excel to complete assigned tasks

Screened and transferred telephone call to appropriate staff members.

#### **Police Administrative Aide**

New York City Police Department - New York, NY - February 1993 to November 2009

Provided Administrative and clerical support to Attorney of the Forfeiture Unit

Responsible for payroll, overtime logs and efficient timekeeping for over 100 uniformed and civilian employees

Oversaw the initiation and updated the attorney investigation files  
Organized and updated sensitive department document and confidential reports  
Conducted and researched public documents' for outstanding warrants, violation and prior arrest records-  
Performed accurate data entry regarding complaints, accident report and other incidents  
Managed heavy volume of telephone traffic- Responded to inquiries and directed calls accordingly Complete special projects and assignment as directed by the Deputy Managing Attorney.

### **Dental Assistant/ Receptionist**

New York City Department of Health - New York, NY - October 1990 to June 1991

Obtain permission slips from each patient from either the school or parents.  
Participated in providing free dental care to 15 to 30 students weekly,  
Prepared treatment room before and after each patient.  
Sterilized instruments  
Maintained and updated computerized patients files.  
Scheduled follow-up appointments with patients through school or parents.  
Provided general administrative support

### EDUCATION

#### **Diploma in Medical Billing and Coding**

ASHWORTH COLLEGE - Norcross, GA  
2015

#### **Medical Records**

UNIVERSITY OF PHOENIX - New York, NY  
April 2013 to June 2014

#### **Diploma**

New York University  
1988

### ADDITIONAL INFORMATION

#### SKILLS

Medical Terminology, HIPPA PHI law, Fingerprinting, Customer Service, Computer Literate, Filing, Facsimile, Scanning, Data Entry, Typing 50-60 wpm, switchboard, clerical, email. In process of completion ICD #9