

BRANDY DANDY

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Lakewood, CO 80227

303-885-4226

Experience:

Student

2013 - Present

Metropolitan State University of Denver

Courses completed/Skills:

- Studio Arts
- Art History
- Quantitative Reasoning
- Public Speaking
- Group projects
- Photoshop, Illustrator, PowerPoint

Product Client Services/Lockbox Operations

2011 – 2012

PNC Bank

- Primary contact for large, corporate lockbox clientele.
- Research and resolution of monetary irregularities or issues.
- HIPPA compliance training and handling of HIPPA related materials.
- Troubleshooting of technical problems and walking clients through their set up.
- Thorough knowledge of all lockbox operations and procedures.
- Correcting and charging lockbox operations employee errors.
- Frequent use of Lotus notes, Issues Tracking, Adjustments Express, and AR Advantage products.
- Liaison between the client and bank operations IT and sales personnel.
- Formulation of research documents as requested by sales representatives to assist with product management.
- Setting up conference calls as needed to resolve larger operational issues.

Financial Research and Adjustments

2007 – 2011

PNC Bank

- Research and processing return checks.

- Processing adjustments through the Federal Reserve Bank and additional bank clearinghouses.
- Adhering to bank operations procedures when handling requests from other banking institutions.
- Maintenance of banking customer accounts and bank general ledgers.
- Direct contact with bank operations upper management.

Business to Business Collections

2006

CBC Innovis

- Utilization of the internet to locate and contact delinquent business customers.
- Strong problem-solving and negotiation skills to create payment schedules for clients.
- Heavy use of Microsoft Excel to create client lists for future use.
- Heavy multi-line phone use.

Medical Office Reception and Optical Laboratory Assistant 2004 – 2005

Allegheny West Eye Care

- Verifying and disputing medical and vision insurance coverage for patients including submission of Medicare claims.
- Preparation of patient medical charts.
- General reception including booking patient appointments for routine and emergency exams.
- Payment processing and end of day cash balancing.
- Performing eyeglass repairs and assisting patients with placing contacts and eyeglass orders.
- Maintaining a tidy work station and waiting area for patients.

Collections Representative

2003 – 2004

OSI

- High volume call center collections for utility company.
- Negotiation of delinquent accounts and setting up payment plans in order to restore services.
- Use of Microsoft applications as well as SAP.
- Processing of payments by phone and submitting work orders to restore service.

