

Clara Asante

Experienced And Dedicated Worker

Rochester, MN 55901

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WORK EXPERIENCE

Sales Support Administrator

Oshkosh / McNeilus - Dodge Center, MN - March 2015 to November 2016

- Reviews and credit returned products
- Prepares invoices for customers
- Collects invoices for dropship accounts to bill customers
- Monitors incoming sales
- Cross apply accounts
- Prepares invoicing for mailing
- Update customer accounts to ensure accuracy of data

Network Management Rep II

Wellpoint Dental Inc - Eagan, MN - January 2010 to December 2013

- . Made Outbound calls to recruit new dentists nationwide for PPO Networks
- Assisted Manager with team assignments
- Team Leader
- Developed marketing/script techniques to recruit national networks
- Follow-up with potential contracts
- Schedule appointments for onsite rep visits to dental offices
- Used access database to recruit, assist, and research dentists in various states
- Performed data entry daily with new provider's information and office updates
- Received Inbound calls to assist providers with questions regarding the programs and credentialing forms
- Handled Credentialing Applications

Network Recruitment Rep / Call Center Recruiter

Office Team - Eagan, MN - March 2008 to January 2010

Made Outbound calls to recruit new dentists nationwide for PPO Networks

- Followed-up with potential
- Scheduled appointments for onsite rep visits to dental offices
- Used Access Database to recruit, assist, and research dentists in various states
- Performed data entry daily with new provider's information and office updates
- Received Incoming calls to assist providers with questions regarding the programs and credentialing forms

Customer Service / Account Rep/ Receptionist

Spherion / Unyson Logistics - Burnsville, MN - May 2007 to February 2008

Made outbound calls to informed pharmaceutical reps /AIT's customers about their sample shipment at local terminals

- Assisted reps with current account information questions
- Worked with AS400 to update the system with new account info collected from terminal reps
- Worked with proof of delivery forms known as PODs and entered the AIR Bill Numbers with rep's names, delivery date and time into the AS400 system to indicate that the customer received their products.

- Tracked customer orders /shipments
- Stamped and fax POD Forms to corporate office in Chicago, and then filed forms into the right draw.
- Used Microsoft word and excel spreadsheet to create Verification Letters / Billing Statements to Customers
- Worked on creating and sending out verification letters to pharmaceutical customers with outstanding balances

Machine Operator

Cypress - Bloomington, MN - June 2006 to July 2007

Operated Wafer Machine Systems

- * Distributing
- * Data Entry
- * Scanning
- * Sorting
- * Stacking
- * System Operator

Recreational Aide Office Assistant/Nurses Assistant

Saint Patrick's Home - Bronx, NY - November 2003 to June 2004

Assisted in planning activities for the elderly and interacted with them during activity sections

- * Answered calls, and created monthly calendars with activities.
- * Assisted the elderly with normal daily personal care routines

EDUCATION

Marketing

Concordia University - Saint Paul, MN
2008 to 2009

AAS in Business Administration

State University of New York, Delhi college of Technology - Delhi, NY
2004 to 2006

SKILLS

Microsoft Office (6 years), Access Database (6 years), JD Edwards (6 years), Oracle (6 years), Excel (7 years), As400 (1 year)

ADDITIONAL INFORMATION

Skills:

Microsoft word, Lotus Notes, AS400, Excel, Internet, Access Database, Power Point, Strong Communication and Interpersonal Skills,