

# Ger Her

Saint Paul, MN

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651-285-2292

## Work Experience

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### **Mail Clerk**

LTCG - Woodbury, MN

November 2018 to Present

- Process return mail within client system for all other clients following specific procedures and processes, open, scan and batch incoming documents
- Make outbound calls to policy holders following script
- Ability to identify specific documents and operating various reader/stamping machines
- Updating client data with LexisNexis and LTC cast for queries
- Demonstrate accuracy and thoroughness of HIPPA regulations and compliance
- Work with Case 360 software to process daily work and additional task assigned

### **Help Desk Tier**

Corporate Technologies - Eden Prairie, MN

May 2018 to October 2018

- Provides first line of support and problem resolution for technology, ensure that all users, customers and stakeholders receive a first-class level of service in relation to IT incidents and service requests, maintain written documentation of each call, and escalate complex problems to the next level
  - Install and update software, drivers, configures, and maintains personal computer systems and perform remote desktop support to end-users
  - Troubleshoot hardware, software, and network issues remotely: PCs, servers, printers, VMs, and VPN
- Ability to work independently and multi-task under pressure, teamwork capability and building strong relationship management, demonstrates humility and interpersonal skills in communication with internal and external clients

### **Dental Technician**

Harrison Dental Studio - West Saint Paul, MN

November 2015 to October 2017

- Complete prosthetic repairs, relines and re-bases
- Operate within all company-established protocols
- Knowledge of occlusion and bite equilibration, knowledge of tooth shape and form, ability to read and interpret prescriptions or specifications, and examine models and impressions.
- Setting teeth, denture wax-up, including carving of teeth, rough and fine finishing and repairs, pouring and trimming denture models
- Articulate working models for denture set-ups, make mouth guards and bleach trays
- Pour and jig cases to be relined and make duplicate models

### **Dental Technician**

Twin Cities Laboratory - Falcon Heights, MN  
February 2014 to November 2015

- Read prescriptions and specifications received from dentists
- Bead and Pour impressions
- Base models
- Trim models
- Set bites
- Articulate models
- Make duplicate cart of work around work area
- Review final work and check completely that all quality standards have been met before passing the work to the next technician
- Trouble shoot and problem solve, using past experience and success to gauge best steps on future cases

### **Dental Technician**

Distinction Dental Studio - Lake Elmo, MN  
February 2012 to February 2014

- Experienced in the Denture, Model and Metal Finishing departments.
- Place tooth models on apparatus that mimics bite and movement of patient's jaw to evaluate functionality of model.
- Production processes, and other techniques for maximizing the effective manufacture and distribution.
- Receiving incoming cases, pour and trim models, bite rims and custom trays, invest and pack dentures, repairs, and polishing.
- Preparation of laboratory supply orders while staying within determined budgetary guidelines
- Collaborate with dentist to ensure optimum patient satisfaction
- Fabricate high quality denture prosthetics

## Education

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### **Diploma in CNC Tool Making**

Saint Paul College - Saint Paul, MN  
August 2019 to Present

### **Certificate in Information Technology**

Creating IT Futures - Edina, MN  
February 2018 to April 2018

## Skills

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- OSHA health and safety procedures
- Inspection of parts and machinery
- Blueprint reading
- Mill and Lathe Machining
- Speeds and Feeds
- Ability to read Micrometer and Calipers

- Geometric Dimensioning
- Basic CNC Machinery using CAD/CAM
- Experience in troubleshooting and configuring PCs, laptops and printers
- Install and update PCs, laptop and mobile devices
- Working knowledge of PCs, laptops, peripherals and mobile devices
- Knowledge of VPN and RDS
- Knowledge of Active Directory
- Ability to prioritize job responsibilities and manage time effectively
- Excellent customer service
- Ability to work independently and as a team
- Excellent communication skills
- Adaptable to changes and quick learner
- Ability to multitask in a high performance and a fast- paced environment
- Mail Room