Jane Faber
Data Processing Specialist - MEDLINE INDUSTRIES

Grayslake, IL
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Operations/Administrator/Customer Service professional with extensive experience in Administrative Support and Customer Service and Purchasing. Strong analytical and issue resolution skills that contribute to successful completion of responsibilities within deadlines. Recognized as an enthusiastic, energetic individual with exceptional organization skills maintaining a solid work ethic and is a true team player. Excellent typing skills, attention to detail, and communication skills.
Willing to relocate: Anywhere
Authorized to work in the US for any employer

WORK EXPERIENCE

Data Processing Specialist
MEDLINE INDUSTRIES   -   Mundelein, IL   -   June 2015 to Present

Maintain inbox order requests.
• Obtain missing information from patients and or doctors' offices such as insurance information and demographics for patients so orders can be placed timely and accurately.
• Placed orders in Triage system with knowledge of covered items regarding each contracted insurance company and what is covered, Including Medicare and Medicaid for all states.
• Use of SAP to determine stock availability and which warehouse will be shipping to determine timeframe.

Purchasing Analyst
RANDSTAD PHARMA   -   Deerfield, IL   -   June 2014 to March 2015

Assisted the Sr. Manager, Purchasing Operations in Finance with projects as assigned pertaining to Vendor Master.

• Completed 2014 Supplier Diversity Project. Initiated requests, reviewed and performed follow-up pertaining to Diversity forms for 500+ suppliers. Uploaded forms received in ImageNow production software. Maintained spreadsheets for final reporting.
• Approval of new supplier initiations via SRM
• Updated supplier information as requested via ECC

Vendor Master Specialist
ABBOTT LABORATORIES   -   January 2013 to January 2014

Responsible for collecting vendor record data from Vendor Master Inbox. Updating the information into cVend. Ensuring accurate reporting and regulatory compliance.

• Researched, analyzed and executed vendor setup and supplier information requests, ensuring timely invoice and tax processing to enhance customer relations.
• Conducted training on procedures for Supplier Diversity Program system to meet audit requirements and mitigate risk.
• Analyzed vendor data mapping process and maintained data in cVend, ECC, AES and TSM applications; recommended implemented changes that proactively addressed system issues.

• Reviewed, processed and maintained insurance certificates, business classification certificates and W8/W9 forms to comply with corporate policies.
• Documented supplier information, conducted OCR screenings and matched TIN data to accurately establish vendor accounts and provide information to the IRS.

ABBOTT LABORATORIES   -   Abbott Park, IL   -   October 2008 to January 2014

Sr. IT Purchasing Assistant
ABBOTT LABORATORIES   -   2011 to 2013

Responsible for processing Purchase Order requests and resolving process flow issues.

• Researched and analyzed pricing and delivery issues with outstanding Purchase Orders and implementing corrections to ensure timely vendor payment.
• Subject Matter Expert for training and supporting vendors, demonstrating application of supplier portal system and business procedures to expedite order processing.
• Conducted quarterly audits on processed Purchase Order requests. Reviewed documentation in all systems and files to ensure corporate compliance.
• Educated customers and vendors on corporate purchasing policies, procedures and systems to ensure consistent and cost effective operations.
• Generated monthly reports for management for TSM supplier portal, providing diversity information for due diligence required by government contracts.
• Assisted Purchasing Agents with special projects relating to major contracts by organizing meetings and gathering spend data. Recognized by management for exemplary service.
• Developed relationships with corporate staff and vendors, acting as liaison to provide training and handle inquiries to ensure service excellence.
• Provided administrative support to maintain purchasing systems: SAP, OCR, Mercury, TSM, CLM and PIN databases. Updated information to expedite access to current and pertinent data.

Administrative/PARQ Attendant Call Center
ABBOTT LABORATORIES   -   2009 to 2011

Responsible for tracking, assigning and completing tasks on triage phone calls via e-pass software; SAP, POPS AS400(Mercury), Contract Database and SMS.

• Served as customer advocate to quickly resolve issues; responded to escalated calls.
• Trained for backup of order approval relating to lab supplies and contract labs including preparation of D-SAM paperwork, verification of new suppliers in database, set up of new suppliers, verification of insurance and some training on out of tolerance report.

Secretary III
  -   2008 to 2009

Sr. Default Analyst
DOVENMUEHLE MORTGAGE   -   Lake Zurich, IL   -   May 2008 to September 2008

Monitored approximately 1000 mortgage loans in a forclosure/bankruptcy status for various clients/investors including reinstatement figures, payoff calculation, cash application and accounts payable and accurately apply funds and update reporting system per client/investor instructions.

Abbott relocation services, assisting relocation consultant
SIRVA RELOCATION   -   North Chicago, IL   -   2004 to 2008

North Chicago, IL 2004 - 2008

• Primary contact for outside calls that pertained to Abbott relocation services, assisting relocation consultant with home sales and home purchases.
• Assisted with transferee triage calls and prepared all required paperwork related to the purchase and sale of homes with realtors according to established plan.
• Audited and corrected information for direct receipt of relocation initiations through Brass Ring.

LSBO Specialist II

WASHINGTON MUTUAL MORTGAGE SECURITY CORP - 2002 to 2003

LASALLE HOME MORTGAGE CORP - 1978 to 2002

ADDITIONAL INFORMATION

TECHNICAL SKILLS: MS Access, Access Exec Reflections, Excel, Lotus Notes, Outlook, Power Point, Word; AS400, Fidelity Alltel Default Management Software, Passport, Internet, Mainframe, SAP, cVend