

Jasmina Drljevic

Fort Collins, CO 80526

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Authorized to work in the US for any employer

WORK EXPERIENCE

Examiner

Enterprise Holdings Damage Recovery Unit - 2015-07 - 2017-07

Examined auto accident claims, verified coverage and insurance, communicated with Risk managers in obtaining police reports and other information when necessary. I pursued responsible parties based on facts of loss and I maintained over 300 claims per day on average .

Examiner

ADP - Fort Collins, CO - 2015-04 - 2015-07

Held a temporary position in performing the duties of background checks. Matched records using state and federal data bases for verification and attached all found data to the existing orders .

Independent Verification Specialist

Kroll Factual Data - Loveland, CO - 2010-11 - 2015-02

Was trained in several departments. Acted as the third party for clients in obtaining background and credit checks. Assisted clients with special orders over the phone and via email. Worked directly with the IRS in obtaining tax returns. Trained new hires. Assisted supervisors and managers with special projects and continuously exceeded work expectations and required quota .

CSR - Customer Service Representative

Center Partners/Qualfon - Fort Collins, CO - 2008-05 - 2010-11

Took 50-60 phone calls daily in assisting TiVo customers with new activations, billing issues, cancelations, sales, tech issues and resolution of customer issues. Trained classes of new hires and assisted supervisors in special projects .

Dispatch/Customer Service

Direc Tech - Fort Collins, CO - 2008-02 - 2008-05

Assisted customers concerning Direc TV appointments. Took over 50 phone calls daily. Tracked a team of Direc TV techs in coordinating new installations and work orders to Direc TV customers .

EDUCATION

Mostar High School (Bosnia)

1991-08 - 1995-05

SKILLS

Excel, Outlook., Microsoft Word, Customer Service, Data Entry

ADDITIONAL INFORMATION

I have over twenty years of customer service experience . I have about 9 years of data entry experience and performing other office duties . I also have about 8 years experience in a call center environment , both inbound and outbound . I am proficient in Microsoft Excel , Microsoft Word and Microsoft Outlook . I am a fast learner , I am able to handle multiple projects at once , I have great attention to detail , ability to organize and establish filing and ability to work under pressure . I adapt very easily , especially with numerous policy and procedure changes while maintaining high level of production with no or minimal errors .