

KATHLEEN M. KEATE

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An experienced Administrative Assistant with the ability to multi-task a variety of challenges and responsibilities seeks a position where I can utilize my education, experience and skills to effectively contribute to the goals, mission, and vision of the company.

EDUCATION

Saint Xavier University Chicago

Bachelor of Arts in Psychology & Clinical Counseling

December 2012

PROFESSIONAL EXPERIENCE

Cigna (01/2013-06/2013)

Plano, TX

Disability Claims Manager

- Managed 125+ case files and evaluated the claimant's eligibility based on medical and the employer's contract policy.
- Reviewed claimant's medical progression and staffed with Nurse Case Managers for ongoing disability support.
- Facilitate appropriate solutions by convening the customer, attending physician and client to achieve a successful return to work on a full time or modified duty basis.
- Calculated all payroll offsets including health and welfare deductions and disability overpayments.
- Prepared transitional STD claims for LTD; communicated alongside with FMLA and LTD department.

Four Seasons Realty Inc. (2011)

Palatine, IL

Secretary

- Assisted REO Broker with daily office operations, calendar management, and administered all front office tasks.
- Managed filing for 200+ company properties in MLS.
- Responded to daily client inquiries requiring knowledge of real estate company policies and procedures.
- Assisted in performing property market value research; assisted with BPO's.
- Created and designed custom webpage's to market company properties along with daily use of Microsoft programs.

MIA Executive Suites (2009-2010)

Oakbrook, IL

Administrative Assistant

- Provided administrative and clerical support to office managers and various business tenants.
- Assisted in the planning and preparation of meetings, conferences and conference telephone calls.
- Assisted with company marketing by preparing and formatting company brochure mailers.
- Managed all front desk tasks including answering incoming calls and forwarding to the appropriate company.

Sedgwick CMS (2007-2008)

Chicago, IL

Administrative Assistant

- Supported 15+ claims managers in the Disability, Worker's Comp. and FMLA departments.
- Managed daily claim conversion of 20+ files and tracked with data entry in Excel.
- Composed and proofread claim status letters for claim recipients; recorded outgoing letters to recipients.
- Ensured confidentiality and controlled access to sensitive information.
- Fostered a teamwork attitude to include maintaining good relationships with claims examiners and supervisors.