

Maureen Foley

Loveland, CO 80538

morwennaf4_4w4@indeedemail.com

+1 970 685 0508

#readytowork

Authorized to work in the US for any employer

Work Experience

Billing Specialist

Constant Contact - Loveland, CO

November 2020 to February 2022

Responsible for taking calls and working cases related to billing questions, concerns and corrections. Educating customers in our billing processes and procedures, generating invoices and receipts as needed, helping to procure and process Non Profit and Sales Tax Exemption paperwork, offering recommendations for customers. Additional retention work offering with regards to promotions and credits where applicable. Also would occasionally need to consult with other departments to transfer or reroute calls as necessary. High level of customer service and attention to detail required for this role.

Recovery Specialist

EAN Holdings

January 2015 to April 2020

Responsible for handling claims and collecting damages from responsible parties from when the claim is billed out until completion. More specifically: review facts of loss, estimates, photos and all billable parties in order to handle the claim effectively and efficiently. Review claims at scheduled touches (approximately 2 weeks apart) and contact all parties as needed via phone, email and/or USPS to obtain and/or provide information and negotiate on payments for our damages and applicable fees. Make accurate and efficient notes for supervisory review and auditors. Make judgement calls with regards to negotiations and make recommendations to my supervisor as needed. Handle incoming calls both directly related to assigned claims as well as calls routed through a queue. Process payments and handle conflicts as they arise by either de-escalating myself or referring the concerned party to the right individual to resolve their concerns. Other tasks as assigned by my supervisor or her supervisor as needed. Average claim loads are around 300 although have been as high as 600 at times. Software utilized in both positions was proprietary and we upgraded from ICE 2.0 to ICE 3.0 during this period. Other programs including standard Microsoft Office Suite were utilized as well.

Phone Representative

EAN Holdings

June 2014 to January 2015

Responsible for taking calls from renters, insurance companies, branch employees and other miscellaneous parties. This entailed verifying, updating and in some cases providing information and routing calls when needed either internally to recovery specialists or externally to liability offices or other numbers as needed. Emphasis on extreme attention to detail in both note taking and providing information with regards to PII.

Verification Specialist

Kroll Factual Data / Altegrity - Loveland, CO
November 2010 to June 2014

Responsible for reviewing and processing orders from clients for tax return and income verification to the IRS through Grinder Software Program. Act as a go-between in ensuring that the online or faxed orders and accompanying government form (4506-T) are filled out properly and ordered correctly so that clients will not receive IRS rejections or be charged for duplicate orders. Dispute incorrectly rejected orders or special case orders directly with the IRS via secure emails. Help to educate clients as to proper ordering procedure and assist with government forms and changing IRS procedures. Follow up with IRS when orders are not returned in the appropriate time-frame. High volume of client communication both by phone calls and emails (incoming and outgoing). Assist with all priority clients as well as being primary contact for two priority/special clients myself (internal Loan Processing Department and Kinecta Federal Credit Union) handling all of their incoming orders and being their primary contact for all questions or issues. Utilize Microsoft Office (primarily Excel) and Adobe programs in order to track daily quotas and prepare documents. Familiar with Grinder and Legacy software systems as well as Cisco and Telax phone systems. Responsible for large amount of confidential information and to maintain client / customer confidentiality. Train new employees and answer questions both by internal coworkers and external clients.

Let's Talk! (J. Williams) Independent Contractor - Seasonal

Medicare
September 2010 to November 2011

Assistant: Utilizing Microsoft Word to create Excel databases and create documents and handling preparation of mailings and faxes as well as filing and other miscellaneous administrative duties.

Cashier

Home Depot
June 2010 to October 2010

Responsible for accurate scanning and data entry, required cash handling and strong customer services skills.

Enumerator

United States Census Bureau Seasonal
May 2010 to June 2010

Conducting door to door "no response follow up" surveys in order to obtain an accurate population count. Strong interpersonal, diplomatic and communication skills required. Was required to pass a complete background check and security.

Kelly Services Temporary

Kelly Services Temporary / Seasonal
April 2010 to May 2010

Reader: Grading standardized tests with speed and accuracy for Measured Progress

Personal Assistant to Louise Osborn Gardels, Owner and President

Timberlane Farm Museum - Loveland, CO
March 2009 to March 2010

Loveland, CO] 3/2009 - 3/2010

Farm Museum Staff: Duties included secretarial and clerical work (including but not limited to filing, document processing and correspondence); conducting tours of the museum exhibits at the farm; planning events, generating publicity, and recruiting volunteers; general animal husbandry; cleaning farm buildings; grounds keeping

Personal Assistant to Louise Osborn Gardels, Owner and President (now deceased): courier and chauffer duties; credit card purchases and cash handling; general cleaning and organizing of her home; secretarial work

De Facto Receptionist and Office Manager

AeroCare - Loveland, CO

October 2007 to March 2009

title: Customer Service Representative): Responsibilities included answering the phones and relaying messages in a timely and efficient manner maintaining patient records and verifying patient insurance; generating monthly reports; accreditation coordination to Medicare standards; ordering office supplies; setting up oxygen and other durable medical equipment, as needed; voluntarily took call during given nights and weekends

Corporate Office Assistant; Human Resources Assistant

Industrial Electric Wire & Cable - New Berlin, WI

October 2005 to August 2007

Creating memoranda, correspondence, reports and other documents; managing office supply contracts and inventory; updating and maintaining assigned areas of the corporate intranet; utilizing SAP database to verify customer information, reprint invoices and process bills; logistical coordination of conference calls, meetings, catered events; travel planning including updating employee profiles through travel agency, making reservations; operation of computerized multi-line switchboard with 100+ extensions, answering, screening and directing calls; handled processing of job applications for open positions.

Education

B.A. in English

Saint Norbert College

Bachelor of Arts

Bachelor of Arts

Skills

- ICE 2.0 and 3.0
- ECARS
- ESubro Hub
- OnBase
- Word
- Excel
- Outlook
- PowerPoint

- FrontPage
- Publisher
- Access
- Visio
- SAP Database
- Adobe Acrobat
- Adobe PageMaker
- Scan Xtender
- Application Xtender

Additional Course Work Completed in:
Business

- Professional Speaking; Intercultural Communication; Advanced Critical Writing; Principles of Mass Communication; Nonverbal Communication
- Databases
- Office Management
- Courier
- Event Planning
- Microsoft Excel
- Microsoft Word
- Customer service
- WordPress
- Constant Contact
- Adobe Creative Suite
- Google Suite
- Salesforce
- Time management
- Personal assistant experience
- Office manager experience
- Microsoft Office
- Data entry
- Typing

Assessments

Call center customer service — Expert

June 2021

Demonstrating customer service skills in a call center setting

Full results: [Expert](#)

Verbal communication — Expert

June 2021

Speaking clearly, correctly, and concisely

Full results: [Expert](#)

Administrative assistant/receptionist — Expert

August 2020

Using basic scheduling and organizational skills in an office setting.

Full results: [Expert](#)

CRM skills with Salesforce — Proficient

May 2020

Knowledge of Salesforce objects, fields, and processes.

Full results: [Proficient](#)

Data entry: Accuracy — Highly Proficient

August 2020

Entering data quickly and accurately

Full results: [Highly Proficient](#)

Customer focus & orientation — Highly Proficient

May 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Customer service — Expert

June 2020

Identifying and resolving common customer issues

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.