
Megan A Jones-Gifford

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I am currently seeking a position with a company that allows me to utilize my extensive customer service and management experience, as well as providing challenging opportunities that encourage me to grow personally and professionally.

Experience

01/19 - 07/19.

Administrative Assistant / Relion Restoration

In this position I handled all front desk reception duties as well as all incoming phone calls for office or emergency dispatch of restoration techs. I also did all AP/AR data entry and document creation. My biggest accomplishment in this role was the creation of the MSRP safety book and corresponding spreadsheets for updating the safety manual.

03/15 - 07/18

Service Associate / Kaiser Permanente

As a Service Associate, I was answering calls from patients and assessing the urgency or emergent needs of each call in order to determine if a patient was in crisis. I also handled routine advice calls and scheduled appointments for all Colorado clinics based on scheduling criteria. In this position, I felt that I had made a significant impact every day. The decisions I made helped save lives and improve general health of Kaiser Permanente patients.

05/14 – 11/14.

Receptionist and Activities / Genesis Healthcare

In this position I was responsible for greeting guests and assisting residents of the Long Term Care Facility. Mail, faxing, filing of medical records, phones and tours were all part of my reception duties at Aspen Center. I also was heavily involved in activities for the residents such as running the music appreciation activities and taking disabled residents to movies.

08/13 – 03/14

Netflix Chat Agent / 24-7intouch

As a Netflix Chat Agent, my role was to provide customer service and technical support to Netflix customers over the internet via the chat system. I assisted customers with technical issues, as well as billing issues and content requests and complaints. This project was terminated as of March 2014.

02/13 – 07/13

Leasing Agent / Real Estate Personnel

In this position I was a temporary employee assigned to various companies and buildings as a leasing agent. I was most recently placed at various Riverstone properties in Denver and Aurora. My function was leasing, marketing, rent

collection and customer service.

09/11 - 1/31/13

Community Manager / Hans Nielsen, Inc.

In addition to managing 32 units at Lakeridge Terrace Apartments, I was promoted to Community Manager of 115 units at The Warren Club Apartments in September 2011. My primary responsibilities included training, staff management and scheduling, leasing, marketing, office management, collections and evictions. I was responsible for overseeing all swimming pool maintenance, as I am a Certified Pool Operator. I am proficient in Yardi, Rent Manager, and all Microsoft Office products.

My objective in this position was to revitalize and restore an older property through maintenance, restoration and customer service.

05/10 - 09/11

Resident Manager / Hans Nielsen, Inc.

I was responsible for the maintenance, marketing, leasing, cleaning, and grounds keeping for 32 units in S.W. Denver, Co. A, additional duties included leasing, credit and background checks, evictions, and rent collections. I was also responsible for maintaining the swimming pool at Warren Club Apts.

09/07- 05/10

Resident Manager/ Kirkmoore Apts, Rock Creek Property Mgmt.

I was responsible for the marketing, leasing, maintenance, collections, ordering supplies, credit and background checks, evictions, and rent collection

11/07 - 01/09

Dispatcher I / Quality Assurance, EchoStar Corp.

My primary responsibilities included the dispatching of satellite technicians to Dish Network customer's homes and organizing their daily workload by city area to save time and money. I worked in this capacity for one year, dispatching techs in Denver, St. Louis, Yakima, Seattle, and Albuquerque.

I was promoted in November 2008 to do customer service and dispatch quality assurance. My duties included evaluation and reporting on customer service practice Albuquerque agents, and helping to define and develop new customer service and Dispatch standards

9/06-12/06

Customer Service Quality Assurance, eToys Direct, Inc.

In this position I was responsible for the monitoring of live and recorded phone calls between eToys and MyTwinn customers. I also evaluated the quality of service provided by company representatives while adhering to the highest customer service standards during high volume holiday periods and provided superiors with daily reports including individual representative scores from calls and reports of trends and training issues. I assisted in copy-editing the company catalog for pricing errors, item availability, product description, accuracy and provided backup services to customer service representatives assisting customers placing orders over the phone

10/05-6/06

Claims Processor, Great West Healthcare / Today staffing

I was responsible for the accurate data entry of customer benefit reimbursement requests processing complicated paid out. I assumed additional responsibilities such as researching and processing complicated abnormal claims and account discrepancies.

2/05-09/05

Medical Records Clerk, Kaiser Permanente / Spherion Staffing

Contracted to assist in the completion of scanning all Kaiser medical records into a new imaging system. I prepared documents for scanning and cataloging, while maintaining an excellent accuracy rating exceeding work unit standards and researched policyholder record number discrepancies by cross-referencing several company databases.

11/03-2/05

Administrative Assistant, L. Anne Jackson, Attorney at Law (MS)

In this unique position, I served two very different needs of my employer. As office Assistant, I supported office paralegals with general office support including faxing, filing, mail distribution, multi-line phone support, and procurement of office supplies. I also assisted in the preparation and processing court documents. In my additional assumed duties in relation to her rental properties including rent collection; carpet

cleaning, showing the property to potential tenants and scheduling of general property maintenance.

7/02-11/02

Administrative Assistant, Sawaya, Rose & Sawaya, Attorneys at Law

Responsible for scheduling all client appointments, filing correspondence and maintaining client accounts relating to a mass tort class action against the manufacturer American Home Product Trust. My additional responsibilities included interviewing potential clients, requesting medical records, and maintaining business correspondence with instate and out of state counsel.

Education

1996-1997

Point Park College, Pittsburgh, PA - Coursework in Communications and Print Media

References

Available upon request