

TROYLYNN GRAY

(c)720.317.5888 | Trenee55@msn.com

OBJECTIVE

DETAIL-ORIENTED AND HIGHLY DRIVEN PROFESSIONAL SEEKING AN EXECUTIVE OFFICE ASSISTANT POSITION WHERE STRONG CLERICAL, ORGANIZATIONAL, DATA ENTRY, AND ACCOUNTING SKILLS CAN CONTRIBUTE TO EFFICIENT OFFICE OPERATIONS AND EXCEPTIONAL ADMINISTRATIVE SUPPORT.

SKILLS PROFILE

- TYPING SPEED OF 50 WPM; 10-KEY BY TOUCH; STRONG WRITTEN AND VERBAL COMMUNICATION SKILLS.
 - PROFICIENT IN EXCEL, MICROSOFT OFFICE SUITE, QUICKBOOKS, SUCCESSWARE, OUTLOOK CRM, INTERCHANGE, MAGELLAN (INTERNAL KNOWLEDGE BASE), CBMS, SALESFORCE, SHR400, GENAPP, HUMAN SERVICES PORTAL, ACCESS DATABASE, POWERPOINT, ADOBE READER, WEBEX, CAT SYSTEM, AND EBT CARD ISSUING SYSTEMS.
 - DEMONSTRATED EXCELLENCE IN CUSTOMER SERVICE WITH OVER SIX YEARS OF EXPERIENCE IN FAST-PACED, GOAL-ORIENTED ENVIRONMENTS.
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EDUCATION

- ALAMEDA HIGH SCHOOL — DIPLOMA
 - RED ROCKS COMMUNITY COLLEGE — 30 CREDIT HOURS COMPLETED
 - MSEC COMPUTER COURSES — CERTIFICATES IN BEGINNER, INTERMEDIATE, AND ADVANCED EXCEL
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EMPLOYMENT HISTORY

UNITED AIRLINES — CUSTOMER SERVICE & GATE AGENT

01/2024 – PRESENT

- DELIVER EXCEPTIONAL CUSTOMER SERVICE THROUGHOUT THE AIRPORT EXPERIENCE.
 - ASSIST PASSENGERS WITH CHECK-IN, TICKETING, RESERVATIONS, SEAT ASSIGNMENTS, BAGGAGE SERVICES, AND GENERAL INQUIRIES.
 - COORDINATE GATE OPERATIONS INCLUDING BOARDING PROCEDURES, DOCUMENTATION VERIFICATION, ANNOUNCEMENTS, AND RESOLVING SEATING OR FLIGHT-RELATED ISSUES.
 - ENSURE ON-TIME DEPARTURES WHILE MAINTAINING UNITED'S STANDARDS OF SAFETY AND PROFESSIONALISM.
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JEFFERSON COUNTY HUMAN SERVICES — ADMINISTRATIVE ASSISTANT

10/2019 – 01/2024

- PROCESSED OFF-SITE REQUESTS FOR CASEWORKERS TO ENSURE BENEFIT ACCESS FOR CLIENTS UNABLE TO VISIT IN PERSON; TRACKED GIFT CARDS AND TRANSPORTATION VOUCHERS FOR AUDIT COMPLIANCE.
 - TRAINED CCAP/EF INTERNS IN ADMINISTRATIVE PROCEDURES IN COLLABORATION WITH EF ADMINISTRATION.
 - UTILIZED JEFFCO INTRANET, SHR400, GENAPP2, AND CBMS FOR FILE CREATION, DOCUMENTATION, CASE COMMENTS, AND ORIENTATION TASKS.
 - SUPPORTED DOCUMENT MANAGEMENT INCLUDING SCANNING, UPLOADING, FILING, AND MAINTAINING CCAP MANUAL CLAIMS AND EF FILES.
 - USED CAT PROGRAM FOR ISSUANCE AND ACCESS DATABASE FOR TRACKING EF CLIENTS.
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DEPARTMENT OF HEALTH CARE POLICY & FINANCING — CUSTOMER SERVICE REPRESENTATIVE

11/2016 – 10/2018

- UTILIZED CRM, INTERCHANGE, MAGELLAN PHARMACY, OUTLOOK, KNOWLEDGE BASE, AND HCPF SYSTEMS TO SUPPORT MEMBER INQUIRIES.
- MANAGED 50+ INBOUND CALLS DAILY, ASSISTING MEMBERS WITH BENEFITS, BILLING, CASE CORRECTIONS, AND DEPARTMENTAL REFERRALS.
- MAINTAINED A MONTHLY QUALITY ASSURANCE SCORE OF 80% OR HIGHER.

DOCTOR FIX IT HEATING, PLUMBING & ELECTRICAL — DISPATCHER / ACCOUNT REPRESENTATIVE

06/2014 – 03/2018

- MANAGED ACCOUNTING TASKS INCLUDING CUSTOMER INVOICING, VENDOR INVOICING THROUGH SUCCESSWARE, PURCHASE ORDER ENTRY, SUPPLY ORDERING, DAILY DEPOSITS, AND PROCESSING FINANCING APPROVALS.
- PROVIDED ONBOARDING SUPPORT AND SUCCESSWARE TRAINING FOR NEW EMPLOYEES.
- DISPATCHED OVER 30 HVAC TECHNICIANS, PLUMBERS, ELECTRICIANS, AND DRAIN SPECIALISTS TO SERVICE CALLS.
- HANDLED HIGH-VOLUME INCOMING CALLS, ASSISTED CUSTOMERS WITH SERVICE NEEDS, SCHEDULED APPOINTMENTS, AND CONDUCTED OUTBOUND CALLS TO SUPPORT FUTURE BUSINESS.