

# Wendy Cavalie

Naples, FL 34117

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Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

State Farm - Davie, FL

July 2016 to Present

Have experience working with Necho, ABS ECRM customer service, Take payments, do reports, order supplies and help customers with changes Bilingual, Lots of experience with customer service.

### **Receptionist**

State Farm Mutual Automobile Insurance Company - Davie, FL

January 2016 to Present

Answer phone, take messages make appointment, file, take payments, order supplies, inventory of office supplies. Reports and bank deposits.

### **Assistant Billing Specialist**

All-Ways Home Care - Miami, FL

2014 to 2016

Responsibilities

Using coded data to produce and submit claims to insurance companies

Working directly with the insurance company, healthcare provider, and patient to get a claim processed and paid

Reviewing and appealing unpaid and denied claims

Managing the facility's Accounts Receivable reports

### **Claims Adjuster**

United Automobile Insurance - Miami, FL

2012 to 2013

Responsibilities

Investigate and process insurance claims filed by policyholders.

Interview claimant and witnesses to gather pertinent information.

Handle and process variety of claims, including automobile, life, and home insurance claims.

Handle property claims involving damage to buildings and structures, or liability claims involving personal injuries or third-person property damage from liability situations, such as motor vehicle accidents, slip and falls, dog bites, or alleged negligent behavior.

### **Administrative Assistant**

City College - Miami, FL

2009 to 2012

#### Responsibilities

Accountability and leadership for the accurate processing of applications, maintenance of files prior to registration and correspondence with applicants for admissions for five campuses.

Develop and direct the implementation of goals, objectives, policies, procedures and work standards for the department.

Develop and monitor statistical reports to enhance recruitment strategies, yield management, forecasting, and operational efficiency.

Leader of Creative Team, Multimedia Division and Corporate Communications department. Conceptualized and orchestrated marketing campaigns that effectively reinforced and build brand image.

### **Front Desk Supervisor**

Biltmore Hotel Golf Resort - Miami, FL

2000 to 2009

#### Responsibilities

Held responsible for the successful operations of our resort daily along with the training and development of all front office associates.

Served as Seasonal Guest Services Manager during the winter of 2013-2014.

Conducted payroll and scheduling weekly for every member of our Service Express department

Assisted guests and fellow associates to resolve any issues promptly whenever they would arise.

## Assessments

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### **Customer focus & orientation — Completed**

September 2020

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Completed](#)

### **Administrative assistant/receptionist — Completed**

October 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Completed](#)

### **Administrative support professional fit — Familiar**

October 2021

Measures the traits that are important for successful administrative support professionals  
Full results: [Familiar](#)

**Attention to detail — Completed**

January 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Completed](#)

**Work style: Reliability — Proficient**

October 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

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

## Additional Information

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### SKILLS

440 CRS Certificate  
Miami Dade College, 2005

520 Claims Adjuster Certificate  
Miami Dade College, 2012