

13:00

Louis Buenabenta, Jr.  
639 W. 39th ave. #18  
Denver, Colorado 80216  
720-298-5826  
lbuenabenta@gmail.com

**Objective:** An interesting position with a growing company

**Experience:** American Fair Credit Association  
Colorado 80216  
**Customer Service Manager**  
Lakewood, Colorado 80022  
march 2005 to october 2011

- . Planned, directed and coordinated the activities of workers engaged in receiving, investigating, evaluating and settling complaints and claims of telegraph customers.
- . Executed daily operations of maintaining state and federal laws.
- . Directed workers to investigate complaints, such as those concerning rates and service in connection with domestic, international and special-gift telegrams.
- . I Analyzed reports of findings and recommended response to complaint.
- . I Was instrumental in the moral of the customer service agents and their well-being as employees of the company.
- . I Considered the nature and complexity of complaint, requirements of governmental utility-regulation agencies and policies of company.
- . Trained and managed several new and old hires and was vigil in the area of consistency and professionalism and achieved significant improvements in their productivity.
- . Reviewed actions of subordinates to ensure settlements were made correctly.
- . Authorized retention of data and the preparation of documents for use during governmental and customer inquiries.
- . Supervised and managed several customer service agents for the company.
- . I Supervised sixteen to twenty employees, scheduled work hours, resolved conflicts, and maintained continuity amongst the agents.

Albuquerque Collection Service  
**Debt Collector Specialist**  
Albuquerque, New Mexico 87106  
July 2003 to August 2005

As a collection specialist I was responsible for a broad range of collection processes related to medical accounts receivable.

As an employee I proactively worked assigned accounts to maximize accurate and timely payments. Negotiate plans of payment with debtors according to company policies.

I observed company policies and all applicable laws and regulations regarding the collection of medical claims and patient balances. I also adhered to all state and federal guidelines that are set by HIPAA and the PHI.

As a debt collector specialist I had the ability to prioritize a problem solve, and multitask.

I worked closely with other staff to identify and resolve and share any information regarding payer trends and debtors current status.

I as an employee did intensive skip tracing to contact debtors and continuously assisted debtors with payment. Researched outstanding balances and took the necessary collection actions to resolve matter in a timely manner.

Made necessary demographic changes to debtors accounts to insure future contact and collections. I utilizes all resources to secure timely payments and always tried to receive Pfaf's.

Reviewed insurance readmittance claims for accuracy and errors, unpaid claims, over payments and/or miss-information by debtor or insurance company.

I worked overtime when necessary and when short staffed to meet the companies goals and objectives and preformed other tasks or special projects as requested by management.

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Alpha Electric Co.  
**Electrician Apprentice**

Albuquerque, New Mexico 87102  
1999 to 2003

As an electrician apprentice I worked consistently with the installations and alterations, additions and/or repairs of electrical systems, conductors and associated materials within the electrical industry.

I proceeded in working with blueprints and plans, specifications of all job related matters. I Have knowledge in blueprint reading and plans.

I have extensive knowledge of electrical and major tools and machinery.

**Education:** C.S.U.-Pueblo Pueblo, Colorado  
**Small Business Management** 2008 to 2009

Santa Fe Community College Santa Fe, New Mexico 87508  
**Associate Degree/ Computer Science** 1991 to 1994

Albuquerque Technical Vocational institute Albuquerque, New Mexico  
**Blueprint ready** 1995

**References:** Available upon request

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1. NAME (Last, first, middle) **ORNABENTA, LOUIS BRUCE**

2. DEPARTMENT, COMPONENT AND BRANCH **ARMY/ARNGUS**

3. SOCIAL SECURITY NO. **525 | 21 | 3395**

4a. GRADE, RATE OR RANK **VI**

4b. PAY GRADE **E1**

5. DATE OF BIRTH **631126**

6. PLACE OF ENTRY INTO ACTIVE DUTY **Algodones, NM**

7. FIRST DUTY ASSIGNMENT AND MAJOR COMMAND **Co D 6th Bn 1st STH USASC&FG TRADOC TC**

8. STATION WHERE SEPARATED **Ft Gordon, GA**

9. COMMAND TO WHICH TRANSFERRED **11th ADA Bde, Albuquerque, NM 87123**

10. SGLI COVERAGE AMOUNT \$ **35** 000  NONE

11. PRIMARY SPECIALTY NUMBER, TITLE AND YEARS AND MONTHS IN SPECIALTY (Additional specialty numbers and 12th involving periods of one or more years)

**66C10 Wire Systems Installer/Operator**

12. RECORD OF SERVICE	YEAR (y)	MON (m)	DAY (d)
a. Date Entered AD This Period	82	07	14
b. Separation Date This Period	82	10	09
c. Not Active Service This Period	00	02	26
d. Total Prior Active Service	00	01	29
e. Total Prior Inactive Service	00	05	05
f. Foreign Service	00	00	00
g. Sea Service	00	00	00
h. Effective Date of Pay Grade	82	07	14
i. Reserve Oblig. Term. Date	87	12	09

13. DECORATIONS, MEDALS, BADGES, CITATIONS AND CAMPAIGN RIBBONS AWARDED OR AUTHORIZED (All periods of service)

**Army Service Ribbon  
Marksman (Rifle)**

14. MILITARY EDUCATION (Course Title, number weeks, and month and year completed)

**Wire Systems Installer/Operator Crs 7 wks (Oct 82)**

15. MEMBER CONTRIBUTED TO POST-VIETNAM ERA VETERANS' EDUCATIONAL ASSISTANCE PROGRAM  YES  NO

16. HIGH SCHOOL GRADUATE OR EQUIVALENT  YES  NO

17. DAYS ACCRUED LEAVE PAID **9 1/2**

18. REMARKS

**NA**

19. MAILING ADDRESS AFTER SEPARATION

**PO Box 385  
Algodones, NM 87001**

20. MEMBER REQUESTS COPY 6 BE SENT TO NM DIR. OF VET AFFAIRS  YES  NO

21. SIGNATURE OF MEMBER BEING SEPARATED *[Signature]*

22. TYPED NAME, GRADE, TITLE AND SIGNATURE OF OFFICIAL AUTHORIZED TO SIGN *[Signature]*  
**EMILIE R. MILLER, GS7 DAC, CHIEF STP**

SPECIAL ADDITIONAL INFORMATION (For use by authorized agencies only)

23. TYPE OF SEPARATION **Relief from ADT**

24. CHARACTER OF SERVICE (Includes upgrades) **Honorable**

25. SEPARATION AUTHORITY **Para 5-15 AR 635-200**

26. SEPARATION CODE **MCD**

27. REENLISTMENT CODE **NA**

28. NARRATIVE REASON FOR SEPARATION **Release from IADT under the Reserve enlistment program upon completion of MOS training and a minimum of 12 weeks IADT**

29. DATES OF TIME LOST DURING THIS PERIOD **None**

30. MEMBER REQUESTS COPY 4 **LBB** INITIALS