

HOLLY J. PALMER
7218 Bomar Drive
Cheyenne, Wyoming 82009
(307)-778-8662(Home) (307)-631-3871(Cell - Primary)

**PROFESSIONAL
SUMMARY:**

Skilled and dedicated in office administration and customer service offering an impressive 18-year background in Information Management and customer service.

Exceptional in time management and organization of tasks and proficient in computer software and troubleshooting.

EDUCATION:

02/00 - Information Manager Craftsman Course
05/06 – Non-Commissioned Officer Academy

August 2003 to September 2006
Community College of the Air Force, Maxwell, AFB, AL
Associates Degree, Information Management

**PROFESSIONAL
EXPERIENCE:**

Harmony Hearth and Home
April 2018 to Present

Cheyenne, Wy

Technical Guide (40 hours per week)

- Answer phones
- Greet customers
- Advise customers on the purchase of a new wood fireplace, wood stove, gas stove, gas stove insert, pellet stove, pellet stove insert, gas BBQ and accessories for each appliance
- Create work orders and estimates
- Receive cash, check and credit card payments
- Sort mail
- Other duties as assigned

Bull Ridge Plumbing
December 2017 to April 2018

Cheyenne, Wy

Office Assistant (40 hours per week)

- Answer phones
- Schedule plumbing and heating inspections
- Schedule new construction and remodel plumbing layouts
- Invoice customers with plumbing issues
- Receive payments on invoice
- File invoices and correspondence
- Other duties as assigned

Red Lobster Restaurant
September 2017 to February 2018

Cheyenne, WY

Server/Waitress (20-30 hours per week)

- Greet guests and escort them to their table
- Write down guests drink, appetizer and main course orders
- Drop drink, appetizer and main course orders at their table
- Close guest checks either with cash or credit card
- Ensure all guest checks are closed and accounted for at the end of the shift to turn at checkout time with the manager

State of Wyoming
April 2015 to July 2017
Department of Workers' Compensation

Cheyenne, WY

Account Specialist/Manager (40 hours per week)

- Review Joint Business Registrations for new employers doing business in Wyoming
- Entering the Joint Business Registration for new employers
- Advising employers of Wyoming State Statute and requirements to do business in Wyoming regarding Wyoming Workers' Compensation State Statute, Rules and Regulations and advising of the Division's procedures
- Maintain employers' accounts by posting Proofs of Coverage (Certificates of Insurance) for out-of-state employers; adding or expiring corporate officer/owners; updates mailing address, contacts and Wyoming Risk Locations
- Work closely with Unemployment Insurance to ensure accuracy of both accounts
- Correcting out-of-balance Summary Report Wage Listing submitted by the employer or the employers' agent
- Electronic file correspondence received from employers and their agents

State of Wyoming
June 2013 to April 2015
Department of Workers' Compensation

Cheyenne, WY

Claims Analyst (40 hours per week)

- Analyze Injured Workers' Injury Reports based on submitted medical documentation, employer and provider input
- Analyze medical and death claims in accordance with Wyoming State Statutes
- Advise providers on Wyoming Statutes, Division's Rules and Regulations, Guidelines, and other fee schedules
- Refer appealed decisions for hearings
- Analyze and resolve appeals received from providers
- Responsible for meeting the Division's productivity goals
- Communicate with providers, employers, injured workers, Division Attorneys, and Health Care Cost Control and nurse case managers regarding payments on bills

State of Wyoming
May 2004 to June 2013
Department of Workers' Compensation

Cheyenne, WY

Medical Claims Specialist (40 hours per week)

- Analyze medical and death claims in accordance with Wyoming State Statutes
- Advise providers on Wyoming Statutes, Division's Rules and Regulations, Guidelines, and other fee schedules
- Apply out-of-state medical claims fee schedules when permitted by Statute
- Analyze and resolve appeals received from providers
- Responsible for meeting the Division's productivity goals
- Accountable for overpayments, initiate the refund process, and process all received refunds
- Research all aspects of the warrant process, including lost warrants and replacement warrant processing
- Communicate with providers, case analysts, and Health Care Cost Control and nurse case managers regarding payments on bills

Wyoming Air National Guard
November 1992 – April 2010 (Retired)

Cheyenne, WY

Information Manager/Base Records Manager (16 hours per month)

- Conduct Staff Assistant Visits on squadron's file plans
- Maintain files and records for the Communications Flight and the Military Personnel Flight
- Research directives to ensure compliance with existing policies
- Create and maintain flight web page
- Provide customer service for over 1,000 personnel assigned to the Wyoming Air National Guard

- Apply Air Force regulations and procedures for maintaining file plans
- Client System Administrator Trained
- Update and maintain spreadsheets for statistics and analysis

Wyoming Air National Guard
 April 2003 – December 2003

Cheyenne, WY

Personnel Employment Technician (40 hours per week)

- Assist members who are separating, retiring, or transferring to Air Reserve Personnel Center (ARPC), or to a Gaining Unit
- Creates separation, retirement, and transfer orders
- Complete discharge certificates
- Accountable for member's records until final separation
- Coordinate, and plan benefit information with members, customers, and dependents
- Assist the member with retirement/separation timelines
- Send Personnel and Medical records to ARPC and VA after discharge
- File relocation completed packets appropriately

City of Cheyenne, Sanitation Dept
 April 1999 – April 2003

Cheyenne, WY

Secretary (40 hours per week)

- Input time cards and assist with payroll
- Enter and invoice landfill charge account receipts, extra pick-up orders and summer Sunday Pick-up service
- Type temporary container and roll off agreements
- Check loads coming into the transfer station and landfill for unauthorized hazardous materials
- Train new landfill attendants
- Enter daily cash receipts for landfill and transfer station
- Schedule Household Hazardous Waste appointments
- Maintain complete and accurate files
- Assists office personnel with computer needs and coordinate with Information Technology personnel on troubleshooting
- Enter and maintain new Sanitation automated areas
- Maintain compost program accounts for City residents
- Accounted for and placed automated and compost carts upon customer request

**MILITARY
 ACTIVITIES:**

Wyoming Air National Guard Enlisted Forum – January 1993 to May 2004
 Vice President – August 2000
 President – January 2003

Wyoming Air National Guard Family Readiness POC/Volunteer – January 1993 - Present

**COMMUNITY
 ACTIVITIES:**

Boy Scout Troop 216 Committee Member – June 2004 to October 2006
 Cub Scout Pack 221 Committee Member – May 2003 to Present
 Boy Scout Troop 221 Committee Member – January 2009 to Present
 Cheyenne Women's Bowling Association Board Member/Sergeant of Arms August 2012 to June 2017
 Bowlerettes Women's Bowling League Secretary/Treasurer – Bowling season from August 2013 to August 2014 and again the season beginning August 2014 to August 2015
 Friday Night Mixed Doubles Bowling League Secretary/Treasurer – Bowling season from August 2015 to August 2016

REFERENCES:

NAME	ORGANIZATION/TYPE	PHONE
Ms. Erin Keoplinger	Friend	307-631-5694
Ms. Rachael Smith	Friend/Co-Worker	307-256-7767
Ms. Cherise Atkinson	Friend/Co-Worker	307-421-8920