

Senora Feinstein

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Previous experiences:

Alpine Access Customer Care Professional 5/2007 to 1/2010 as well as 10/2011 to Present
1120 Lincoln St #1400 Denver, CO 80203 303-279-0585

Currently, I am functioning as call receipt in a remote support call center for a major dental insurance company. I am responsible for giving plan and payment breakdowns and plan info to healthcare providers and dental plan members. Previous call receipt activities included receiving order requests and processing credit card transactions as well as fraud prevention and dispute resolution. As part of my role as a remote office I provide my own tech and IT support.

Urban Lending Solutions Processor I 5/2010 to 10/2011
11802 Ridge Parkway #200 Broomfield, CO 80212 303-996-8900

I received incoming FedEx packages and was responsible for sorting out shipping exceptions, opening the packages, removing all staples from the papers and taping down all papers smaller than 8½ x 11. Prepared documents in a chronological order so they could be indexed correctly when scanned. I made sure the borrower's name was listed on the front of the FedEx envelope in addition to loan number and order ID for future reference. I indexed faxes as they came in by researching the loan number and the order ID and then made sure documents are ordered correctly before sending the documents to underwriting. I accounted for all new FedEx packages as well as any trailing packages.

Concentra Mailroom assistant 4/2003 to 8/2005
7175 W Jefferson Ave #4000 Lakewood, CO 80235 303-425-7404

I was responsible for performing high volume copying on high-end equipment for mailing. I used other copier/duplicator/binding equipment as needed. I sorted and stamped outgoing mail using a folding machine and a postal meter machine according to policy and regulations. I performed basic maintenance on machines and oversaw scheduling of maintenance for machines. I performed daily visual inspection of equipment in addition to shipping and receiving duties. Before I left this position, I published training and reference material for this job function. No training existed prior to the materials I developed.

Globus and Cosmos Cancelled Tours 12/1997 to 7/2000
5301 S Federal Cir Littleton, CO 80123 303-703-7000

I quickly solved the problems that arose when travel agents called to rearrange transportation for tours that had been cancelled. Before I left this position, I published training and reference material for this job function. No training existed prior to materials that I developed.

Acordia of MN Mailroom Clerk 3/1995 to 10/1997
4300 Market Pointe Dr # 600 Bloomington, MN 55435 952-830-3000

I was responsible for sorting and distribution of mail and office supplies, including interoffice, USPS, UPS and overnight mail. I performed high volume copying on high-end equipment. I used the copier, fax machine, and binding equipment as needed. I also performed mailroom functions, including sorting and filing of correspondence and delivering mail to employees. I was responsible for all copier functions and I performed basic maintenance on machines and oversaw scheduling of maintenance. I verified proper usage of supplies and equipment by keeping records. I ordered paper, toner and all office supplies as well as managed the postal meter.
