

ASHLEY FORD

Ville, CA 23678 • (555) 333-1234 • aford@rremail.com

RECRUITER /ADMINISTRATOR/CUSTOMER SERVICE

PROFILE SUMMARY

Energetic, proactive, and dedicated professional, with commendable record of accomplishment in coordinating HR management, honed through progressive years of experience in recruiting and training. Highly knowledgeable on sourcing techniques, recruitment strategy, process administration, and current employment laws. Exemplify proficiency in employment and recruitment, leadership coaching, transformational change initiatives, employee engagement, and organizational development.

- Strong and accomplished direct experience in Customer Service (Claims) and Recruiting.
- In-depth knowledge of Applicant Tracking Systems (ATS).
- Possess a creative problem-solving mindset, successful in inspiring teams to recruit and train best talent.
- Computer proficiency in MS Word, Excel, XP, and MS Outlook.

AREAS OF EXPERTISE

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|--------------------------|--------------------------|-------------------------|
| • Appointment Scheduling | • Call Center Management | • Time Management |
| • Workforce Development | • Public Relations | • Corporate Recruiting |
| • Decision Making | • Performance Management | • Recruiting Techniques |
| • Problem-Solving | • Training/Development | • Strategic Sourcing |

PROFESSIONAL EXPERIENCE

HOME DEVELOPMENT - Maintown, CA • Oct 2020 - Present

Responsible for processing and contacting qualified candidates who responded to inquiries via phone, email or web.

RECRUITER

Sourced and screened potential candidates for contract and contract-to-hire positions. Submitted qualified candidates to open job requirements. Interviewed prospective candidates and educate candidates on company process. Coordinated onboarding processes (e.g., drug screens, reference checks).

Key Accomplishments:

- Recruited one of our first project managers who did extremely well and helped company grow.
- Proactively made 120 cold calls daily resulting in additional staff orders on monthly basis.
 - Tracked job orders and initiated recruitment for new roles paying close attention to high priority situations.

HONOR SERVICE - Maintown, CA • Nov 2018 – Sep 2020

Promptly and methodically responded to customer inquiries to identify and resolve issues with initiative and good judgment.

CALL CENTER CUSTOMER SERVICE (CLAIMS)

Performed variety of concurrent tasks, handled escalations, time-critical issues, maintained time-sensitive records and created reports. Assisted with customer insurance claims and transferred calls that required more focused assistance. Determined prior authorizations for medication and outpatient procedures. Entered orders into the EMR system efficiently.

Key Accomplishments:

- In/outbound 80+ calls daily and processed denied and unpaid claims.
- Followed up and updated expired authorization/referrals and used Epic and Qnxt to edit claims using UB04/HCFR 1500, patient registration, and insurance verification.
- Regularly received commendations from management and customers on high level of customer service.

HOME EVENT PLANNING – Maintown, CA • Apr 2016 - Oct 2018

Instrumental in coordinating event planning activities achieving highly attended events.

ADMINISTRATIVE ASSISTANT

- Maintained accurate contact information and managed company emails.
- Provided answers to questions about company and its services and proper documentation for managers.