

Kristin Beck
1565 Mineola Street
Colorado Springs, CO 80915
Cell: 719-963-4790
Home: 719-638-4072
Email: coverttexan@aol.com

OBJECTIVE:

Highly experienced, talented and dependable Administrative Support Associate with more than 10 years experience in the support field. Skilled in all aspects of clerical administration, including customer service, handling confidential materials, and continuous improvement.

EDUCATION:

Thomas B. Doherty High School - - Graduated: 1989 in College Prep
Colorado State University - - Graduated: N/A
Regis University - Currently attending - - Graduated: N/A
BS in Business Administration w/ Emphasis in Human Resources, and Minor in Psychology.

EMPLOYMENT HISTORY:

03/07 to 06/07-

USAA Property & Casualty Insurance, Colo Spgs, CO, Administrative Support Associate

Provide general support services to assigned units and perform administrative activities for projects and programs. Perform various administrative duties in support of the department under moderate supervision. These functions may include mail distribution, invoice processing, inventory and supply control and restocking, scheduling activities, general clerical work and phone support. Handle confidential materials and information. Maintain complex spreadsheets. Collect data and generate management information reports. Prepare standard paperwork such as correspondence, forms, bills, statements, receipts, checks or other documents using established procedures. Maintain and build complex spreadsheets, reports, logs, and process documents. Provide information in support of requests regarding department projects, programs, and events.

06/03 – 03/07

USAA Property & Casualty Insurance, Colo Spgs, CO, Claims Support Clerk

Responsible for typing claims correspondence letters, processing medical bills, preparing PIP copies, delivering checks, cancelling checks, assisting Concentra liaison with updating address information, verify provider information, answer customer service calls (internal and external customers), backup for transcriptionist, maintaining inventory of office supplies and requisitions additional supplies for team, unit or department, data entry, and job duties as assigned. Operate a variety of office equipment/machines and may perform routine maintenance or service (i.e. load paper, toner. etc). Temporarily assisted Claims secretaries for several months. Also, temporarily assisted People Services in recruiting process for 2007 first quarter.

05/2001 – 06/2003

USAA Property & Casualty Insurance, Colo Spgs, CO, Human Resources Staffing Assistant

Responsible for qualifying resumes, conducting phone screens for customer contact candidates, coordination and administration of pre-employment testing, pre-employment background checks and drug tests. Recruits at local job fairs and on-site open house functions. Creates job postings and advertisement requests. Answers incoming phone lines and greets customers at reception desk. Assists with routine inquiries pertaining to company policies, benefit information and pre-employment process. Gathers, inputs and maintains database information. Responsible for applicant tracking utilizing Resumix. Assists with New Employee Orientation and employee benefits enrollment administration. Accustomed to maintaining confidential employee/applicant information.

05/03/99 - 05/2001

USAA Property & Casualty Insurance, Colo Spgs, CO, Insurance Clerk

Responsible for filing of member files and corresponding paperwork, delivering file requests to claims representatives, answering customer service calls, pulling closed files and returning them to Home Office, and maintaining an organized file bank, tracking file information using IMS database. Utilized Discovery D.5 in updating and researching member information. Sorting/delivering mail.

03/99 - 04/99

Kelly Temporary services, Colorado Springs, CO, Temporary Worker

Responded to on-call assignments when required, meeting specific qualifications and stringent performance standards. 2 month assignment at USAA working in Human Resources. Word processing, 10 key by touch, data entry, filing, point of contact, personal contact, and fax or telephone communications were common elements of such assignments. Also worked for Kelly in San Antonio, Texas part-time from June 1990 to June 1992.

10/94 - 01/99

Abacus Communications, L.P. San Antonio, TX, Administrative Assistant

Reported directly to the Director of Operations. Responsible for maintaining and purchasing supplies for entire office, daily client reporting, monthly client billing, weekly commission reports, administrative personnel bi-weekly payroll, filling in for Human resources (conducting some interviews, handling of payroll issues, new hire paperwork) filing for the Director, maintaining San Antonio branch pagers.

05/92 - 12/93

Flowers To Go, San Antonio, TX, Customer Service Representative

Answer incoming lines, input local delivery orders, input wire transfer orders, file complaints, some face to face interaction with customers.

ADDITIONAL ACHIEVEMENTS:

Proficient in Microsoft Word and Excel, Kronos Timekeeping Software, PeopleSoft, HRMS, Resumix (maintained 100% audits), IMS, data entry, 10 key by touch, accurate typing (45-50 wpm), operation of 6-line switchboard, incoming telephone communications, and operation of a Fax machine, and copy machine. Punctual, easy to train, hard worker, willing to learn, work well with others, excellent attendance record, support company goals and finish assignments well in advance of deadlines. Attended Situational Leadership Training October 17, 2002.