**Joe Jobscan**

Seattle, WA 98101

(555) 555-5555 • joejobscan@jobscan.co

linkedin.com/in/joe-jobscan

**WORK EXPERIENCE**

**American Insurance Inc**, Chicago, IL

*Bilingual Partner Solutions Manager* 06/2016-Present

Managed administrative responsibilities for a leading provider of supplemental insurance and membership products marketed to customers of bank and mortgage companies. Instrumental in creating office efficiency and profitability through organization, thorough research of customer enrollments, and successful execution of Sr Directors’ cost-saving initiatives by converting 25% of our customers to direct billing through mailings and customer contact.

**USA Technical Communications**, Naperville, IL

*Technical Service Representative* 06/2014-03/2016

Effectively reduced technician contracting costs through proactive research, negotiation and successful coordination of dispatch for voice and data equipment repair for national retail store chains. Maintained successful working relationships with corporate level vendors (Kohl’s, AutoZone, etc.) and internal departments to create, follow up, and close technical service work order tickets.

**General Hodings Corporation**, Chicago, IL

*Quality Assurance Specialist* 10/2012-04/2013

Quickly learned product offer creation systems to work alongside buyers. Proactively analyzed and troubleshot product offer creation for advertisements and maintained effective communication of escalations with IT Help desk and Critical Ops till resolution.

**Lender Processing Services**, Naperville, IL

*Foreclosure Referral Specialist* 01/2009-12/2011

Managed accurate processing of a high volume of foreclosure and bankruptcy filings in collaboration with foreclosure attorneys and the collections department. Implemented a new streamlined document retrieval process to meet monthly attorney deadlines.

**American Sales Company**, Chicago, IL

*Customer Service Representative* 02/2003-07/2007

Processed credit card enrollments. Advanced to assist the call center manager in coaching, supervising and training of employees; handled call quality and managed call center productivity reporting.

**EDUCATION**

BA Communications, 2005

Benedictine University, Lisle, IL