

RITA KIEN

BUSINESS SKILLS SUMMARY

Administrative professional with over 10 years experience in diversified business support. Strengths include:

- Customer Service
- Reception Duties
- Basic Secretarial
- Business Machines
- Typing / Data Entry
- Appointment Scheduling
- Computer Literate
- Automated Billing
- Mail Handling
- Insurance Terminology
- 10-Key Calculator
- Payroll Preparation

EMPLOYMENT HISTORY

Bradford Business Associates, Lewiston, ME 2011 to Present
Communications Director

- Receive and process requests for dispatching of transportation vehicles for the public.

Zane Company, Portland, ME 2007 to 2011
Senior Business Rater

- Rated/coded a full range of insurance policies and audited complex transactions.
- Provided training and guidance to other raters within a single-line rating unit.
- Exercised initiative and independent judgement to resolve problems.

Industrial Savings & Loan, Lewiston, ME 1997 to 2007
Adjustment Representative

- Researched/updated information, debited/credited appropriate accounts and closed out cases.
- Linked cases or indicated specific information in audit line on computer systems.
- Prepared clear and concise correspondence using appropriate form letters.
- Maintained required records of daily transactions.
- Adhered to standard and departmental operating procedures, and regulations.
- Managed adjustment cases to expedite swift closure.
- Met resolution targets, sorted/mailed responses to appropriate parties.
- Ordered office supplies.
- Verified automated billing report and monitored cash letters.

School Group, Lewiston, ME 1993 to 1997
Payroll Clerk

- Processed payroll and transmitted information to the city manager for all schools in the area

EDUCATION / TRAINING

Johnson Dispatching School
Transportation and Emergency Dispatching

Tech School 2008
Medical Billing & Medical Terminology Courses