

Tammy L. Stewart

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PROFILE

A positive, results oriented professional possessing strong organizational skills, attention to detail and excellent problem solving skills with a demonstrated ability to “do what it takes” to produce quality results in a fast paced, multi-task environment.

“Tammy is one of the most outstanding professionals whom I have ever known. Her hallmark is consistent, high quality, and thorough work. She never fails! Tammy’s performance and positive impact reflects a genuine, unselfish person who thrives on quality, teamwork, and positive results. Repeatedly, this superior and qualitative professional has stepped forward to assist or lead the most complex tasks. She is...a master trainer who has greatly contributed to...increased level of performance and the morale of our personnel. She is in every sense the ideal role model.” Stephanie Perry, Director of Customer Service- Protection One.

PROFESSIONAL SKILLS

Business Management	Process Improvement	Personnel Training	Inventory
Executive Assistance	Public Relations	Insurance Processing	Scheduling
Problem Resolution	Internet Research	Sales	Billing
Relationship Building	Interviewing	Invoicing	Collections

COMPUTER SKILLS

Proficient in: Windows 95/97/XP/Vista, Windows NT, MS Office 97/2000/2007, MS Excel 95/97/2000/2007, MS PowerPoint 95/97/2000/2007, MS Word 95/97/2000/2007, MS Outlook 97/98/2000/2007, MS Works 2000/2007, MS Publisher, MS Visio Standard, Lotus Notes, Express, E-mail, Internet, WordPerfect, PageNet, J-Term, Macintosh

PROFESSIONAL EXPERIENCE

VENTURI PARTNERS

A full-service, temporary and permanent placement employment service, which provides on-site and managed services

Executive Administrative Assistant/ Personal Assistant/ Special Projects Coordinator

Provided Administrative support of a highly responsible and confidential nature to executive level managers for JPMorgan Chase, a leading global financial service firm with assets of \$799 billion and operations in more than 50 countries.

Highlights include: Consistently commended and awarded for quality professionalism and ability to produce positive results while dealing warmly yet effectively with persons at all levels.

- Coordinated domestic and international travel arrangements for executives and their direct reports
- Coordinated and participated in department events and meetings to include planning (e.g., travel, lodging and meetings accommodations, catering, expense reimbursement), developing agenda, video conferencing arrangements, presentations and associated material
- Compiled/collated proposals
- Created and maintained all logs, record keeping, statistical reports, organizational and seating charting, departmental master calendars and databases for all departments; some of which consisted of up to 200 staff members for newly created departments
- Created and conducted Contractor Orientation program
- Created and implemented best practice and reference manual for newly established departments
- Assisted in interviewing and hiring processes and trained new personnel
- Headed or assisted various departmental projects
- Acted as liaison between senior level management, associates and investors
- Served as part of JPMorgan Chase’s Disaster Recovery Program as the departmental Fire, Life & Safety Coordinator
- Managed executive’s schedules and correspondence
- Performed a variety of personal and business tasks for company and visiting executives as needed

PROTECTION ONE ALARM MONITORING INC.

Company provided residential and commercial alarm monitoring service with an account base in excess of 1.5 million

Executive Administrative Assistant

As part of a quality team, I provided administrative support to the Vice President of Customer Operations, Customer Service Director, Customer Relations Manager, Monitoring Director, Customer Operations Support Manager, and Special Projects Manager

Highlights include: Commended by the Vice President for excellent judgment skills through successfully researching, identifying and negotiating reconciliation of all escalated accounts issues directed to the office of the Vice President. Managed or lead special projects and/or special events. Selected to conduct department "New Hire" process for customer service and monitoring employees. Selected to conduct special training sessions for customer service representatives in handling escalated customer issues. Consistently performed beyond expected duties and responsibilities.

- Coordinated domestic business and personal travel arrangements for Vice President and her direct reports
- Fielded, coordinated and documented or routed calls for Vice President and direct reports
- Managed Vice President's personal and business schedule
- Received and distributed incoming and outgoing mail for Vice President and her direct reports
- Created and/or maintained approximately 54 member management and supervisory personnel records and departmental logs
- Created and maintained monthly newsletters
- Gathered and organized information from several sources to compose PowerPoint presentations for Vice President's monthly summits
- Created statistical reports and graphs for 108-member call center
- Prepared, processed and tracked invoices, expense reporting and departmental budgets for Vice President and her direct reports
- Conducted interviews at job fairs to ensure quality candidates for Customer Care and Monitoring Representative employment
- Trained new customer care employees in best practice
- Composed memos and organizational announcements

Administrative Assistant

Provided total support for the National Director Billing, Credit and Collections

Highlights include: Created and implemented all processes and procedures for newly created position. Awarded bonus for ensuring quality assurance by identifying and resolving escalated collections forwarded to the office of the Director. Promotion based on outstanding performance.

- Created memos, newsletters and organizational announcements
- Coordinated all travel and accommodation arrangements
- Responsible for all scheduling of personal and business appointments for Director
- Prepared, submitted and ensured reimbursement of all expense reporting
- Tracked and reported collections statistics to Director
- Acted as liaison between departmental heads
- Designed forms to improve efficiency of processes and procedures for Collections department
- Created and maintained record keeping
- Created and maintained organizational charting
- Performed multi-tasks for collections staff as needed
- Performed a variety of personal and business tasks for Director as needed

Collections Representative

As part of the Collections team I was responsible for meeting departmental goals

Highlights include: Consistently awarded bonuses for exceeding departmental goals. Selected by department supervisor to handle escalated customer account issues. Recommended by department manager for promotion after only 4 months employment. Promotion based on outstanding performance.

- Demonstrated superior collection skills by exceeding selected departmental goals by 400%
- Identified, reconciled and followed through to complete satisfaction of customer issues
- Selected to assist in training of new personnel
- Redesigned efficiency program for enhanced interdepartmental communication resulting in improved client satisfaction

OFFICE OF C.CEVIN WYATT, DDS (Practice Sold)

Business Manager

Managed complete dental office operations providing "Total Care" for patients. Database in excess of 5,000 accounts

Highlights include: Received significant bonus for exceptional performance in establishing and implementing departmental policies and procedures resulting in increased account receivables from 68% to 99%. Redesigned and implemented return maintenance program increasing recall production by 50%. Successfully restructured all office procedures resulting in ultimate patient relations, thereby, increasing account base by 30%.

- Improved office effectiveness and productivity by developing and implementing detailed policies and procedures including financial arrangements, collections of delinquent accounts, accounts receivable, return maintenance, insurance processing, record keeping, procurement, case presentations and assisted in establishing goals
- Financial Coordinator- provided all case presentations and negotiated all payment arrangements
- Utilized knowledge of systems software to create statistical reports and graphs
- Ensured quality assurance which was instrumental in increasing patient satisfaction, thereby, increasing account base
- Increased patient rapport by utilizing excellent knowledge of insurance processing to act as liaison between patients and insurance companies ensuring payment expediency and by successfully investigating and resolving all escalated patient issues
- Trained new personnel in all phases of dental practice
- Handled all account collection issues
- Hired all personnel and conducted performance evaluations, wage reviews and increases
- Continually identified and resolved issues affecting standards, productivity and profitability

EDUCATION/ COURSES

MANAGEMENT, INSURANCE AND PUBLIC RELATIONS COURSES

MS OFFICE- (COMP USA)

ZIMMERMAN & ASSOCIATES COLLECTIONS COURSE

DEAN VAUGHN MEDICAL TERMINOLOGY COURSE

Received recognition for achieving 100% on 900 word medical/dental final exam

References available upon request