

Cheryl L. Wilkie, ACS, ALMI
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610-405-8990

Accomplished Business Operations Professional and Educator with diverse experience in leading organizations in the Insurance, Health Care, and Education sectors. Uses excellent communication and negotiation skills to provide superior services that contribute to a positive and productive work environment. Key skills include but are not limited to: budgeting, performance and time management, coaching, claims processing and adjudication, Project Management. Partners with others to complete assignments effectively and to improve processes and service delivery. Demonstrates initiative, innovation, enthusiasm, and teamwork.

Summary of Qualifications:

- Enthusiastic: highly motivated and uncompromising work ethic
- Adapt quickly to changes and challenges
- Willing to do what is necessary to complete the task in a timely and precise manner

Key Skills:

- Project Management
- Computer Proficient
- Customer Needs Assessment
- Strong organizational skills
- Coaching, Mentoring
- Expertise in claims processing, adjudication, credit card operations

Professional Experience:

March 1 – Present: Décor Flooring

Current Position: Order Writer and Builder Support Team Member

Responsibilities include:

- Processing builder work, processing repair work, and being the “go-to” for projects in the system.

- Gathers information for each project from our builders, verifies that it is correct, calculates quantities of materials needed, and inputs this information in the system as a work order.
- Relied upon heavily by other members of the team. Is intimately involved with the projects from inception, Will answer questions, trouble-shoot issues, assist with scheduling, etc. until the jobs are completed in the field. Post-completion. Is also involved in resolving issues that might delay accounting.
- Must be very detail oriented, able to multi-task, able to adhere to procedures, and say “no” when necessary. Also, the position needs to prioritize effectively, have the ability to hands-on learn the software system, have relatively strong math skills, and possess the ability to learn about the floor covering industry. Every project is deadline driven. Being able to maintain a pace directed by others and adapt is of utmost importance.
- I also handle all warranty related issues and maintain a positive relationship with the builders, warranty personnel, homeowners, and manufacturer representatives.

Qualifications:

- Experience and/or education in construction industry, customer service, flooring, or order entry
- Experience working in a fast paced, deadline and accuracy driven environment
- Proficient math skills including understanding of basic areas and dimensions
- Superior Organizational skills, and attention to detail
- Excellent written and verbal communication
- Proficiency in MS Office, ability to learn new software systems quickly

Skills:

Customer Service, Product Knowledge, Quality Focus, Problem Solving, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking, Data Entry Skills, Customer Focus, Scheduling, Dealing with Complexity, Deadline-Oriented, Time Management, Process Improvement

October 2009 – July 2016: HSBC / Capital One Finance

Position: Claims Examiner

- Proactively manage a claim inventory and effectively negotiate cases to an acceptable resolution under minimal supervision
- Promptly and properly research the facts of a claim through a comprehensive investigation

- Recognize potential fraud and third party contribution issues and handle as appropriate
- Maintain well documents and articulate file notes able to be read and understood by claims customer service agents, associates, and customers
- Assisted in the development of work flow management process resulting in improved efficiency and support of service level agreements.

August 2008 – June 2009: First Family Christian School / First Baptist Ministries

Position: Art, Bible, Computer, Gym, Music, Spanish Teacher

- Developed, wrote, and implemented curriculum for kindergarten through 5th grade students all subject areas listed.

August 2003 – August 2008: Mastery Academy / American Christian Academy & Preparatory School / First Baptist Ministries

- Head teacher for Junior and Senior High – supervised and mentored a staff of 8.
- Responsible for student discipline – was student’s first contact prior to administrative intervention.
- Developed a program for remedial and honors students. Remedial program grew from 12 full time students and 5 part time students in 2003 to 52 full time students and 24 part time students in 2008.
- Developed and implemented Elective Courses for junior and senior high students
- Managed a successful Summer School program.

March 2000 – August 2003: USI Colburn Insurance Services

Account Representative for major professional liability insurance administrator. I handled E&O, D&O, EPLI, Event Interruption coverage, Medical Malpractice and Lawyer’s Professional Liability insurance.

- Approximately a 5 million dollar book of business
- Underwrote premium quotations
- Promoted in November 2002 to Lawyer’s Professional Liability.
- Maintained relationships with attorneys regarding their policy, renewal, application process, coverage, options, limits of liability, claims, tail, endorsements, etc.
- 95% retention rate during period of 35% rate increases.

Additional Professional Experience:

- Suburban Ob / Gyn – medical receptionist / physician assistant
- American Christian School / Kiddie Kampus Learning Center – Traditional classroom teacher for pre-kindergarten – 12th grade students.
- Mastery Academy – wrote and implemented curriculum for students presenting with academic deficiencies or honors students

Education and Training:

- Liberty University
- Delaware County Community College:
 - Computer
 - Phlebotomy
 - American Sign Language
- Current Insurance Licenses
 - Property & Casualty
 - Life, Accident, & Health
- LOMA Designations
 - ACS
 - ALMI
- Numerous Educational Webinars, Seminars, Workshops. Continuing Education classes taken annually through ACSI
- Red Cross
 - CPR (Adult & Infant)
 - First Aid