



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia Delivery Order

Order Date: 02-08-2023

CORRECT ORDER NUMBER MUST APPEAR
ON ALL PACKAGES, INVOICES, AND
SHIPPING PAPERS. QUESTIONS
CONCERNING THIS ORDER SHOULD BE
DIRECTED TO THE DEPARTMENT
CONTACT.

Order Number:	CDO 0506 0506 HHR2300000008 1	Procurement Folder:	1175385
Document Name:	Acct Tech II Temp Staffing - Continuation of Services	Reason for Modification:	
Document Description:	Accounting Technician II Temporary Staffing		
Procurement Type:	Central Delivery Order		
Buyer Name:	Crystal G Hustead		
Telephone:	(304) 558-2402		
Email:	crystal.g.hustead@wv.gov		
Shipping Method:	Best Way	Master Agreement Number:	CMA 0506 HHR2000000007 1
Free on Board:	FOB Dest, Freight Prepaid		

VENDOR	DEPARTMENT CONTACT																				
Vendor Customer Code: 000000228419 EXPRESS SERVICES INC 47 RHL BLVD SOUTH CHARLESTON WV 25309 US Vendor Contact Phone: 999-999-9999 Extension: Discount Details: <table><thead><tr><th></th><th>Discount Allowed</th><th>Discount Percentage</th><th>Discount Days</th></tr></thead><tbody><tr><td>#1</td><td>No</td><td>0.0000</td><td>0</td></tr><tr><td>#2</td><td>No</td><td></td><td></td></tr><tr><td>#3</td><td>No</td><td></td><td></td></tr><tr><td>#4</td><td>No</td><td></td><td></td></tr></tbody></table>		Discount Allowed	Discount Percentage	Discount Days	#1	No	0.0000	0	#2	No			#3	No			#4	No			Requestor Name: Elizabeth Webb Requestor Phone: (304) 558-2996 Requestor Email: elizabeth.a.webb@wv.gov 23 FILE LOCATION _____
	Discount Allowed	Discount Percentage	Discount Days																		
#1	No	0.0000	0																		
#2	No																				
#3	No																				
#4	No																				

INVOICE TO	SHIP TO
BUYER - 304-957-0209 HEALTH AND HUMAN RESOURCES FINANCE ONE DAVIS SQUARE, STE 300 CHARLESTON WV 25301 US	PURCHASING DIRECTOR 304-356-4116 HEALTH AND HUMAN RESOURCES BPH - ENVIRONMENTAL HEALTH SERVICES 350 CAPITOL ST, RM 313 CHARLESTON WV 25301-1757 US

Total Order Amount:	\$478,800.00
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Purchasing Division's File Copy

CH 2/9/23
PURCHASING DIVISION AUTHORIZATION
DATE: 2-9-23
ELECTRONIC SIGNATURE ON FILE

ENTERED

ENCUMBRANCE CERTIFICATION
DATE: Beverly Toler 2-9-2023
ELECTRONIC SIGNATURE ON FILE

Extended Description:

Accounting Technician II Temporary Staffing Prospective Delivery Order - 02/10/2023 through 02/09/24 - Continuation of Services

Justin M. Keaton - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - BPH Finance
Jared Nelson - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - BPH Finance
Maranda Gilkeron - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - BPH Finance
Victoria Bishop - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - BPH Finance
Anthony Badger - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - BPH Finance
Alice Burgess - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - BPH Finance
Gary Stewart - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - BPH Finance
Michelle Sooy - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - ODCP
Krystin Booher - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - DHHR A/R
Denise Chaber - Estimated 2280 hours (2080 regular hrs estimated 200 overtime hrs.) - DHHR P-Card

Quantities listed in this delivery order are approximations only, based on agency estimates. It is understood and agreed that the Contract shall cover the quantities worked during the term of this delivery order

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30			2023-02-10	

Commodity Line Description: Accounting Technician II - Justine M. Keaton**Extended Description:**

Accounting Technician II Temporary Staffing - BPH Finance

Justine M. Keaton - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
2	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30			2023-02-10	

Commodity Line Description: Accounting Technician II - Jared Nelson**Extended Description:**

Accounting Technician II Temporary Staffing - BPH Finance

Jared Nelson - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
3	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30			2023-02-10	

Commodity Line Description: Accounting Technician II - Maranda Gilkeron**Extended Description:**

Accounting Technician II Temporary Staffing - BPH Finance

Maranda Gilkeron - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
4	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30			2023-02-10	

Commodity Line Description: Accounting Technician II - Victoria Bishop

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Victoria Bishop - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
5	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30			2023-02-10	

Commodity Line Description: Accounting Technician II - Anthony Badger

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Anthony Badger - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
6	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30			2023-02-10	

Commodity Line Description: Accounting Technician II - Alice Burgess

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Alice Burgess - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
8	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30			2023-02-10	

Commodity Line Description: Accounting Technician II - Gary Stewart

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Gary Stewart - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
9	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09			2023-02-10	

Commodity Line Description: Accounting Technician II - Justine M. Keaton

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Justine M. Keaton - Estimated regular hours - 1330 hrs X \$21.00 =
\$27,930

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
10	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09			2023-02-10	

Commodity Line Description: Accounting Technician II - Jared Nelson

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Jarad Nelson - Estimated regular hours - 1330 hrs X \$21.00 =
\$27,930

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
11	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09			2023-02-10	

Commodity Line Description: Accounting Technician II - Maranda Gilkeron

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Maranda Gilkeron - Estimated regular hours - 1330 hrs X \$21.00 =
\$27,930

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
12	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09			2023-02-10	

Commodity Line Description: Accounting Technician II - Victoria Bishop

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Victoria Bishop - Estimated regular hours - 1330 hrs X \$21.00 =
\$27,930

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
13	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09			2023-02-10	

Commodity Line Description: Accounting Technician II - Anthony Badger

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Anthony Badger - Estimated regular hours - 1330 hrs X \$21.00 =
\$27,930

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
14	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09			2023-02-10	

Commodity Line Description: Accounting Technician II - Alice Burgess

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Alice Burgess - Estimated regular hours -1330 hrs X \$21.00 =
\$27,930

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
16	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30			2023-02-10	

Commodity Line Description: Accounting Technician II - Michelle Sooy

Extended Description:

Accounting Technician II Temporary Staffing - ODCP

Michelle Sooy - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
18	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09			2023-02-10	

Commodity Line Description: Accounting Technician II - Michelle Sooy

Extended Description:

Accounting Technician II Temporary Staffing - ODCP

Michelle Sooy - Estimated regular hours -1330 hrs X \$21.00 =
\$27,930

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
19	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09			2023-02-10	

Commodity Line Description: Accounting Technician II - Gary Stewart

Extended Description:

Accounting Technician II Temporary Staffing - BPH Finance

Gary Stewart - Estimated regular hours - 1330 hrs X \$21.00 =
\$27,930

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
20	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30			2023-02-10	

Commodity Line Description: Accounting Technician II - Krystin Booher

Extended Description:

Accounting Technician II Temporary Staffing -DHHR A/R

Kristin Booher - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
21	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09			2023-02-10	

Commodity Line Description: Accounting Technician II -Krystin Booher

Extended Description:

Accounting Technician II Temporary Staffing - DHHR A/R

Krystin Booher- Estimated regular hours -1330 hrs X \$21.00 =
\$27,930

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
22	80111605	950.00000	HOUR	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30				2023-02-10

Commodity Line Description: Accounting Technician II - Denise Chaber

Extended Description:

Accounting Technician II Temporary Staffing - P-Card

Denise Chaber - Estimated regular hours - 950 hrs X \$21.00 =
\$19,950

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
23	80111605	1330.00000	HOUR	\$21.0000	\$27,930.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-07-01	2024-02-09				2023-02-10

Commodity Line Description: Accounting Technician II - Denise Chaber

Extended Description:

Accounting Technician II Temporary Staffing - P-Card

Denise Chaber - Estimated regular hours -1330 hrs X \$21.00 =
\$27,930

Carroll, Shelly D.

From: Webb, Elizabeth A. <elizabeth.a.webb@wv.gov>
Sent: Thursday, January 19, 2023 9:59 AM
To: Carroll, Shelly D.
Subject: Continuation of Services

CAUTION: This email originated from a sender external to Express. Do not click links or open attachments unless you recognize the sender and know the content is safe. If you suspect this email could be phishing, please report it by using the "Report Message" button at the top of your screen.

I need confirmation that you approve the continuation of services from Express Services for the following staff through February 9, 2024:

Justine Keaton

Jared Nelson

Maranda Gilkeron

Victoria Bishop

Anthony Badger

Michelle Sooy

Krystin Booher

Denise Chaber

Alice Burgess
Denise Chaber
Gary Stewart

Approved
Shelly Carroll

If you have any questions, please let me know.

--
Elizabeth A. Webb
Finance
One Davis Square, Suite 403
Charleston, West Virginia 25301
E-Mail Address: Elizabeth.A.Webb@wv.gov
Telephone (304) 352-6667 (New)

Kimberly S. Gabe
Approved

JUSTIN M. KEATON

ExpressSM
EMPLOYMENT PROFESSIONALS
304.746.8888

EDUCATION

WV STATE UNIVERSITY – INSTITUTE, WV 25112
BACHELORS OF WELLNESS
DEGREE IN PROGRESS
CONCORD UNIVERSITY – ATHENS, WV 24712
REGENTS BACHELOR OF ARTS

AUGUST 2013 – OCTOBER 2019

DEGREE - 2011

EXPERIENCE

EXECUTIVE DIRECTOR

DECEMBER 2019 – PRESENT

AMATEUR PLAYERS TOUR (APT) – WV CHAPTER (NON-PROFIT) – FOSTER, WV

- IN 2019, I FORMED A REGIONAL AMATEUR TOUR IN WV, BEFORE MERGING WITH A NATIONAL AMATEUR TOUR IN 2021 CALLED THE 'AMATEUR PLAYERS TOUR'.
- ORGANIZES AND EXECUTES APT TOURNAMENTS SO THAT THOSE WITH A LOVE OF THE GAME HAVE A CHANCE TO COMPETE AGAINST OTHERS AT PUBLIC AND PRIVATE COURSES PRIMARILY THROUGHOUT AREAS OF WV, AND INCLUDING SURROUNDING AREAS OF PA, KY, TN, VA, AND OH.
- RESPONSIBLE FOR COMMUNITY OUTREACH FOR SECURING POTENTIAL SPONSORSHIPS FOR FUNDING TOUR EVENTS
- COMMUNICATES WITH GOLF COURSE MANAGERS TO SCHEDULE EVENTS AND DISCUSS FACILITY FEES AND REGULATIONS
- RESPONSIBLE FOR HANDLING TOUR FINANCES, INCLUDING SPONSORSHIPS, REGISTRATION FEES, PURCHASING TROPHIES AND EVENT SIGNAGE, AND DISTRIBUTING MONETARY PRIZES TO WINNERS.

CUSTOMER SUCCESS MANAGER

APRIL 2020 – JULY 2021

N-3, LLC – CHARLESTON, WV

- ENGAGED WITH BUSINESSES IN A CONSULTATIVE APPROACH, TO UNDERSTAND THEIR EXPERIENCES WORKING WITH A CERTAIN TECHNOLOGY OR SOFTWARE AND TO HELP THEM DETERMINE THE NEXT STEPS TO COMPLETE THEIR PROJECTS SUCCESSFULLY.
- WORKED ON THE MICROSOFT CAMPAGIN WITH N3, HELPING COMPANIES WITH THE SECURITY AND BILLING ISSUES AS THEY WOULD ARISE. WOULD CONNECT COMPANIES WITH MICROSOFT SPECIALISTS TO HELP UPGRADE THEIR SOFTWARE AND IMPROVE THEIR SALES OPPORTUNITIES WITH MICROSOFT.

HEALTH TEACHER/ATHLETIC DIRECTOR

AUGUST 2014 – JUNE 2019

DUVAL ELEMENTARY/MIDDLE SCHOOL - GRIFFITHSVILLE, WV 25521

- DEVELOPED, SELECTED, AND MODIFIED HEALTH-RELATED INSTRUCTIONAL PLANS AND MATERIALS TO MEET STUDENT'S NEEDS
- PROVIDED AN ENGAGING ATMOSPHERE AND ENVIRONMENT CONDUCTIVE TO THE INTELLECTUAL, PHYSICAL, SOCIAL, AND EMOTIONAL DEVELOPMENT OF CHILDREN
- SUPERVISED SIXTH TO EIGHTH GRADE ATHLETIC GAMES AND ACTED AS A HOST TO SPORTS OFFICIALS AND VISITING SCHOOLS. SUPERVISED COACHES, ATHLETES, AND VOLUNTEERS
- MANAGED ALL ASPECTS OF THE ATHLETIC DEPARTMENT BUDGET, INCLUDING PAYING INVOICES, OFFICIALS, AND GATE RECEIPTS

SKILLS

- CERTIFIED IN CPR, FIRSTAID, RED CROSS LIFEGUARD
- SELF-MOTIVATED, QUICK LEARNER, ENJOYS HELPING OTHERS
- EXCEPTIONAL COMMUNICATION AND INTERPERSONAL SKILLS; PEOPLE ORIENTED
- SEVEN YEARS' OVERALL EXPERIENCE TEACHING HEALTH-RELATED TOPICS
- ABLE TO HANDLE PRESSURE AND MAKE QUICK-DECISIONS IN INTENSE SITUATIONS
- QUICK DATA ENTRY – 70WPM+

REFERENCES UPON REQUEST

Jared Nelson

Billing Analyst

Willing to relocate: Anywhere

Work Experience

Billing Analyst

CDI Corporation - Cross Lanes, WV
May 2013 to March 2019

Managed scheduled billings weekly and monthly, recognized weekly accounts receivables for 1.5million, generated monthly reports on unbilled labor and expenses, led 3 individuals on billing team

Student Employee Cashiers Office, West Virginia State University
January 2011 to December 2012

Maintained student records, applied payments received to student accounts, balanced bank statements.

Education

Bachelor of Science in Business Administration

West Virginia State University - Institute, WV
December 2012

Bachelor's in Economics

West Virginia State University - Institute, WV
December 2012

Skills

- Microsoft Office (10+ years)
- Deltek (5 years)
- Ariba (5 years)
- FieldGlass (3 years)
- Shell Source (3 years)

Additional Information

References available upon request.

Maranda Gilkerson

Authorized to work in the US for any employer

Work Experience

Assistant Purchaser

Charleston Job Corps Center - Horizons Youth Services - Charleston, WV
May 2019 to March 2020

As a Finance & Administration secretary and an Assistant Purchaser job duties include creating purchase orders up to \$3500 and creating releases up to \$3500, participating in center meetings and taking notes, file keeping, money handling, time management, and assisting in other areas of center where needed.

Assistant Property Manager

Tipton Group - Houston, TX
January 2017 to March 2019

As an assistant property manager job duties included money handling, collecting rent payments, collecting debts, bookkeeping, and leasing.

F&A secretary

Education

High school or equivalent

Logan High School - Logan, WV
January 2010 to May 2013

High school or equivalent

Skills

- Purchase
- Procurement
- Microsoft Office
- Microsoft Word
- Bookkeeping
- Money Management
- Organizational Skills
- Customer Service
- Conflict Management

- Meeting Facilitation
- Meeting Planning
- Purchasing
- Microsoft Outlook
- Property Management
- Supply Chain
- Order Entry
- Administrative Experience
- Negotiation
- Accounts Payable
- Pricing
- Administrative Experience
- Order Entry
- Project Management
- SAP
- Pricing
- Negotiation
- Accounting
- Accounts Payable
- Microsoft Excel
- Accounts Receivable
- Office Management
- Inventory Control
- Payroll
- Basic math
- Office experience
- Filing
- Profit & loss
- Typing
- QuickBooks
- Sales
- Leadership
- Supervising experience

Certifications and Licenses

Simplified Acquisition Procedure

July 2019 to Present

In ordnance with the federal government policies on purchasing with government monies.

Victoria Bishop

Authorized to work in the US for any employer

Work Experience

Pharmacy Technician

CVS Health - Saint Albans, WV
September 2021 to March 2022

Work closely with patients, pharmacists, technicians, doctors, interns, and insurance companies, handle transactions of prescription and over the counter medications, dispense various medications, use different forms of computer programs specific to pharmacies and retail environments, adjust insurance claims, input many types of prescriptions such as paper or electronic, follow HIPAA guidelines, stocking

Activities Assistant

Genesis HealthCare - Dunbar, WV
November 2020 to March 2021

Plan and implement various activities for residents and staff, build calendars using Microsoft office, maintain an upbeat attitude with residents at facility, perform and plan celebrations and parties, work closely with healthcare workers and office staff, engage and socialize with many residents through one-on-one time as well as group activities, maintain proper personal protective equipment at all times in various settings

Pharmacy Technician

Kroger Pharmacies - Dunbar, WV
February 2019 to May 2020

Prepare and dispense various medications, receive prescriptions electronically, in person, and over the phone, work with health care providers, customers and insurance companies, follow The Health Insurance Portability and Accountability Act guidelines, input prescriptions, patient, and insurance information into various pharmacy specific computer programs, receive and stock medication orders, process insurance claims and make phone calls to various agencies

Customer Service Associate

CASCI - Charleston, WV
January 2020 to March 2020

Answer phone calls politely and professionally from doctors offices and insured customers through the company, continue learning about all new and updated information about the insurance provider, answer any questions and give detailed descriptions of all things covered as well as their prices, use multiple new forms of technology, input detailed accounts of all phone calls, questions, conversations, and outcomes, follow The Health Insurance Portability and Accountability Act guidelines, provide exceptional customer service for anyone calling for assistance

Merchandise Associate

HomeGoods - South Charleston, WV

October 2017 to February 2018

Seasonal position - Operate cash register, scanners, and other electronics, answering questions in person and on the phone to provide perfect customer experience, ensure prices and quantities are correct, stock and arrange sales floor

Education

Associate in Criminal Justice

BridgeValley Community and Technical College - South Charleston, WV

August 2017 to May 2019

South Charleston High School - South Charleston, WV

August 2013 to May 2017

Skills

- Microsoft Office (4 years)
- Time Management
- Collaboration
- Dependability
- Personal Finance (1 year)
- Pharmacy
- Customer Service
- Billing
- Inventory
- Pharmacy Technician Experience
- Medical Billing
- Cash Handling

Awards

Community Service

May 2017

175 hours of community service throughout years in a public high school

Honors

May 2017

Graduated high school with honors

Scholarships

May 2017

Scholarships awarded from multiple colleges resulting from academic success in high school

Assessments

Administrative Support — Highly Proficient

May 2020

Using basic scheduling and organizational skills in an office setting.

Full results: Highly Proficient

Scheduling — Highly Proficient

October 2020

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.

Full results: Highly Proficient

Customer Focus & Orientation — Highly Proficient

October 2020

Responding to customer situations with sensitivity

Full results: Highly Proficient

Attention to detail — Highly Proficient

March 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: Highly Proficient

Cashier skills — Highly Proficient

June 2021

Counting cash, processing transactions, following written procedures, and attending to details

Full results: Highly Proficient

Medical receptionist skills — Highly Proficient

June 2021

Managing physician schedules and maintaining accurate patient records

Full results: Highly Proficient

Sales skills — Proficient

June 2021

Influencing and negotiating with customers

Full results: Proficient

Customer focus & orientation — Expert

October 2021

Responding to customer situations with sensitivity

Full results: Expert

Customer service — Proficient

October 2021

Identifying and resolving common customer issues

Full results: Proficient

Working with MS Word documents — Expert

March 2021

Knowledge of various Microsoft Word features, functions, and techniques

Full results: Expert

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Groups

Red Cross Volunteer

2014 to 2017

Anthony Badger

Customer Service representative

Engaged, patient and tenacious professional with 25+ years experience. Seeking to improve customer loyalty for excelsior communication.

Authorized to work in the US for any employer

Work Experience

Fine Dining Server

American Cruise Lines - Seattle, WA

May 2021 to March 2022

- Preparing restaurant tables with special attention to sanitation and order
- Attending to customers upon entrance to the restaurant
- Presenting menus, serving and helping customers select food/beverages.

Front Desk Receptionist

Courtyard by Marriott - Charleston, WV

July 2019 to January 2020

Welcome Owners and Guests, Check In and Check Outs, Answer Phone & Utilize hotels computer systems; Resolve Billing issues / Charges to guest folios; handle service request; Communicate with other departments to ensure all guest needs are met; Make guest room reservations as well as modifications; Be knowledgeable about the surrounding areas..

Seasonal Sales Associate

Best Buy - Charleston, WV

September 2017 to January 2018

Inventory/Merchandise Specialist, Seasonal

Call Center Agent

Alorica, EGS, NCO - Charleston, WV

September 2012 to December 2016

Call Center Agent Schedule Service orders, Take Payments and Setup Special Payment Arrangements.

Driver/Operator

Manpower - Charleston, WV

August 2011 to May 2012

DuPont Asian Plant -Driver of Employees.

Toyota Plant- Labor personnel

Surveillance Operator

Mardi Gras Casino and Resort - Cross Lanes, WV

July 2011 to January 2012

Observation and Protect assets of the Casino. Review all Gaming tables,

Customer Service Representative

Macy's - Charleston, WV

September 2011 to December 2011

Christmas Seasonal Help, Collection Specialist.

Bell Person

Norwegian Cruise Line - Honolulu, HI

May 2007 to January 2008

Bell Staff person, Room Service attendant.

Deckhand

Madison Coal and Supply Co - Charleston, WV

November 2006 to May 2007

Supply Coal to Power Plants on the Kanawha and Ohio Rivers.

Document Control Specialist

Hendrickson & Long PLLC - Charleston, SC

May 2002 to September 2005

Review, Scan and File Documents

Call Center Representative/ Teller

BB&T - Kanawha City, WV

March 1999 to October 2001

Branch Teller

Manager

Foot Locker - Chapel Hill, NC

August 1998 to March 1998

All Managerial Duties, Schedule to Deposit making.

Customer Service Representative**Education****High school diploma in Graphic design / Business Administration**

West Virginia State University - Institute, WV

September 1985 to May 2009

Some college**Skills**

- Call Center
- Customer Service
- CSR
- Credit Union
- Customer Support
- Customer Care
- Surveillance
- Document Management
- Adobe Illustrator
- Graphic Design
- Communication skills
- Basic math
- Cash handling

Certifications and Licenses

US Merchant Mariner Certificate

March 2017 to January 2024

Driver's License

Class E

Assessments

Sales: Influence & Negotiation — Highly Proficient

January 2019

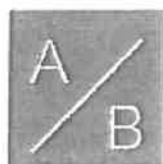
Measures a candidate's ability to effectively use influence and negotiation techniques to engage with and persuade customers.

Full results: Highly Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Fit for Duty - Cruise Line/ Deckhand work



**ALICE
BURGESS**



304.746.8888

PROFESSIONAL SUMMARY

I am a dedicated, reliable worker, looking for an opportunity to use my 35+ years of experience in customer service and data entry to expand my skills and become a strong asset to your company.

SKILLS

- Data entry
- Database updating
- Billing documentation
- Information verification
- Insurance Precertification
- Appointment scheduling

EXPERIENCE

Delivery Driver

November 2021 - Current

Grubhub / Uber Eats / Doordash | Charleston, WV

- Deliver food and merchandise to customers in a timely manner

Receptionist

July 2018 - August 2021

Healthquest | Charleston, WV

- Scheduling, insurance precertification, made appointments for
- Outpatient testing after obtaining insurance authorization.

Registration Clerk

June 2017 - June 2018

Thomas Physician Partners | Charleston, WV

- Updated records in EHR system, carefully protecting patient information
- Verified patient demographics, insurance and processed payments.

Registration Clerk

October 2010 - June 2017

Thomas Memorial Hospital | Charleston, WV

- Keyed in new data from patients, verified demographics, entered
- Insurance information and collected patient copays.

Store Manager

May 1982 - April 1997

Revco Drug | Montgomery, WV

- Customer service, inventory control, ordering, payroll, employee management, processing vendor invoices, maintained sales floor and achieved sales goals, balanced tills at end of shifts and made daily bank deposits.

EDUCATION

Diploma - Medical Assisting/Office Technologies
WV Junior College

December 2000



GARY W STEWART



304.746.8888

PROFESSIONAL SUMMARY

My goal is to continue serving the community during my retirement utilizing my lifetime of skills and experience.

SKILLS

- Detail oriented
- Excellent communication skills
- years of experience dealing with the public over the telephone, in person and in the virtual environment
- Analytical
- Goal-oriented

EXPERIENCE

RPM Coordinator, Mountaineer Challenge Academy South, May 2020 - Apr 2022, Montgomery, WV

As the Recruitment, Placement and Mentorship Coordinator my responsibility was to ensure residential cadets received adequate life skills training sufficient to take the next step in achieving his/her long-term goals. We also tracked each graduate's progress monthly for 12 months after they have left the program.

Chief Financial Officer, WV Division of Homeland Security and Emergency Management, Sep 2018 - May 2020, Charleston, WV

As the Chief Financial Officer, I was responsible for the agency's multi-million-dollar budget. My duties also included but were not limited to submitting quarterly financial reports to federal agencies.

Operations Manager, WV Military Authority, Mar 2017 - Sep 2018, Charleston, WV

My responsibilities as an Operations Manager included but, were not limited to perform as a liaison between agency management and operations staff. I also participated in upper management briefings that were presented to the Adjutant General of WV.

Chief Financial Officer, WV Division of Justice and Community Services, Feb 2009 - Mar 2017, Charleston, WV

As the Chief Financial Officer I was responsible for the agency's multi-million-dollar budget. My duties also included but, were not limited to preparing and submitting quarterly financial reports to outside federal agencies.

C-130 Navigator, WV Air National Guard, May 1992 - Apr 2004, Charleston, WV

Aircrew member conducting tactical and non-tactical training and operational flights worldwide. I was also a navigator instructor and evaluator.

EDUCATION

Bachelor of Science, Accounting
WV Institute of Technology - Montgomery, WV

May 1992

Michelle Sooy

Friendly, outgoing, down to earth. Looking for a job helping others in addition to being able to utilize all my skills. I am a perfectionist when it comes to my work. There is a place for everything and everything has a place.



304.746.8888

Work Experience

Covid Screener

West Virginia State University (Manpower) - Institute, WV
August 2020 to November 2020

Covid Screener- Greeting Faculty, Students as well as Visitors to the College. Upon their arrival it was my job to greet them, take their temperature and collect all the information needed for entrance into the College/Dorms. We had a list of questions that had to be answered to gain entrance and if they had any symptoms of Covid, I was to promptly contact Compliance and deny them access until they were cleared by their physician.

Fraud Investigator

BB&T Bank Systems and Technology - Charleston, WV
October 2019 to January 2020

Answer calls from customers as well as calling customer to verify that they were the one actually using their card to make purchases. Making 100% sure that whom I was speaking with is the actual client and not a fraudster. This was done by asking a series of questions that only the actual would be able to answer. Once we verified the information, then we could speak with them regarding their account. It was my job to look at the activity on their account and help them with anything they may not understand, or look at the transactions and see what I could help them with. If I indeed, found there to be fraudulent activity ... It was my job to shut the card down and file an investigation report, issue them a new card and get it to the client as quickly as possible.

Caregiver/Personal Assistant

Individual - Charleston, WV
August 2014 to July 2019

Live in caregiver to an elderly lady. It was my responsibility to administer her medications three times daily, get her out of bed and dress her. Take her where she wanted to be in the house, as well as preparing all her meals. Changing her bed clothes daily and cleaning her up, making sure that she was bathed daily and keeping her clean throughout the day. I also responsible for getting her to doctors appointments and transporting her wherever she needed to go.

Accounting Technician II

State of West Virginia/ Consolidated Public Retirement Board - Charleston, WV
May 2013 to April 2014

I answered a very high call volume as well as receiving numerous messages daily. I made sure that each and every person was called back in a very timely manner. This is a very emotional time in the lives of the family members, they should not have to wait to get the answers to their very important questions.

I was working for the Teachers Retirement System, I dealt with and coordinated death benefits for retirees and their families. Setting up death benefits. It was my job to let the families know what benefits they could expect to receive at the passing of their family member. Calculating the amount due to them, as well how and when they could expect to receive the benefits due them

In addition to preparing files for retirement advisors I made sure all the proper information was included in each retirees file. This also meant I needed to have an knowledge of the teachers retirement system in addition to a somewhat overview of the other retirement system that we dealt with.

Administrative Service Assistant/Receptionist/Customer Service
State of West Virginia/ West Virginia Consolidated Retirement Board - Charleston, WV
May 2010 to August 2013

Administrative Service Assistant, I dealt with all administration jobs that were that were very vital to the day to day running of the administration of the retirement board.

My main job title was appointment scheduling for all the retirement advisors at the retirement board. I had to make sure of which retirement system they participated in and make sure to get them with the appropriate advisors, as well as collecting all the information needed for the appointment.

I also greeted clients as they came in for appointments. I was also the appointment scheduler for all retirement advisors. It was my responsibility to set up appointments and gather all the information needed for retirement process. Answering a very high volume call system, and advising retirees what information they needed to have with them for the appointment. The longer I was in this position I also took on timekeeping responsibilities, this office had a very tedious timekeeping system. when employees used accrued leave it had to be double checked to make sure it was available. Sick/annual leave down to the minute. Timekeeping with this system was sometimes months behind and it was my job to figure out what benefits the employees had at the time of their time off requests.

Receptionist/Administrative Assistant
State of West Virginia/ Real Estate Division - Charleston, WV
April 2009 to March 2010

This agency dealt with buying real estate for the state. It was my responsibility to greet customers, answer a multi line telephone system with a very high call volume, as well as screening calls to make sure clients got through to the correct person handling the property they are calling in regards to.

I opened and delivered mail, also I did some work with the parking system at the capitol. Meeting and greeting customers/clients on a daily basis, if I could help with anything I did it. Had a great relationship with everyone in the office and very good communication skills.

Teller II/ Split Shift Supervisor
United Bank - Dunbar, WV
November 2000 to April 2008

As a teller I was responsible for daily balancing of my drawer. If there were any mistakes which made you out balance, it was your responsibility to correct the mistake. If you were unable to find it, it could result in you being written up. You may be verbally warned, and asked to please be more careful when handling money. of I as well as looking for any mistakes that may have made my drawer out of balance.

It was my responsibility to greet commercial customers in a friendly manner and to help them with their banking needs. Working the Commercial Lane was a very fast paced and demanding, which required accuracy with each transaction. In the drive through so it was very fast paced and demanding.

I mainly handled commercial deposits and change orders . I developed a very good relationship with all my customers. Another big part of my job was ordering money for the main vault from The Federal Reserve, making sure that if there were a holiday or the end of the week coming up... I had to be sure we had enough money to carry us through to the next order was mad. Some times if another branch ran out of monies, we would have to sell them the monies and arrange transportation from the police. I loved this job and the fast pace, always staying busy.

Office Manager

Absolute Perfection Hardwood Floors Inc - Dunbar, WV
April 1996 to March 2008

This is a Hardwood Flooring company and was owned by my ex-husband and myself. When we divorced, the company remained with him. It was my job to run the office. I did this with ease and assertiveness, I did everything that needed to be done on a daily basis.

I did all clerical duties, as in bookkeeping, timekeeping and payroll. Each day I sent the employees where they needed to go that day and what they were expected to have done by the end of the day. In addition to making sure all of the guys were neat and presentable. It was also my job to make sure all of the supplies we needed to refinish the hardwood floors and all equipment was in proper functioning order. Keeping all the vans up to date on servicing and keeping them legal.

I did all the customer service, meaning that I answered all calls and set up appointments for estimates. I did all the scheduling for all hardwood floor refinishing , as well as hardwood flooring installations. I made all the orders for wood, and deliveries .. ensuring they were delivered to the jobs in a timely manner to ensure they had enough acclimation time.

I did all bank deposits, monthly 942 deposits and all quarterly taxes. and each individual city's Business and Operational Taxes. Payroll was done weekly by myself, did all the billing as well as paying all the bills and other vendors. I coordinated jobs with other contractors and also having excellent customer service skills, ensuring all customers were happy with their newly refinished floors or their newly installed and finished hardwood flooring.

Education

High School Diploma

Dunbar High School - Dunbar, WV
September 1985 to May 1987

Skills

- Quickbooks
- Excel (10+ years)
- Office Manager (10+ years)
- Administrative Assistant (10+ years)
- Receptionist (10+ years)
- Scheduling (10+ years)
- Billing
- Outlook
- Clerical
- Microsoft Office
- Microsoft Word
- Organizational Skills
- Accounts Payable
- Accounts Receivable
- Caregiving

Krystin Booher

BRAND ADVOCATE, WIS INTERNATIONAL — MARCH 2019 - NOVEMBER 2022

- Support the Apple brand in retail locations to achieve the goals of our client - working closely with the store employees to build partnerships, education and inspiring them about Apple
- Correct in-store merchandising issues as needed (display, fixture, product placement, pricing)
- Maintain demo units and displays
- Replace graphic signage on fixtures and demo displays
- Complete store visit reports, paperwork, and on-going personal training of Apple products
- Manage schedule independently, ensuring territory visits are covered efficiently

REGIONAL SALES MANAGER, SOLARAY — APRIL 2018-MARCH 2019

- Serve over 80 locations in West Virginia, Ohio, and Kentucky
- Build and maintain consultative relationships with store managers
- Partner with store managers to create action plans to drive sales
- Insure inventory is correct and out of stocks are addressed and corrected on every visit
- Complete electronic and written reports weekly

TERRITORY SALES REPRESENTATIVE, CA FORTUNE PRO — OCTOBER 2016 - JULY 2017

- Visit stores to aide deli managers and staff in displaying Kings Hawaiian products
- Work with store management to find areas of opportunity to build and stock new display fixtures
- Create suggests orders based on inventory
- Work independently and manage time effectively so that 80 locations can be seen within two weeks

RETAIL SUPPORT MANAGER, AMS RETAIL SOLUTIONS — NOVEMBER 2015 - MAY 2016

- Visit customers to service Electrolux and Frigidaire products and perform sales and support services
- Perform demonstrations for store associates on new products
- Work independently while managing territory and time effectively
- Provide training on new product features and selling tips to help close sales
- Assist with placing special orders

PROJECT TEAM SPECIALIST, BEST BUY — OCTOBER 2012 - SEPTEMBER 2015

- Complete merchandising tasks, which includes planogram assignments, clean presentations, implementing fixtures, signage and product security devices.
- Set new and relocated planograms to merchandising standards, complete planogram checklist and proper filing procedures
- Build new product displays and implement new technology displays
- Maintain upkeep of store displays and assist store team with fixture and technology functionality
- Train new project team members through job shadowing and best practices

TECHNICAL SUPPORT AGENT, IBEX GLOBAL — AUGUST 2011 - JULY 2012

- Carefully listen to and understand customer issues while probing and isolating issue causes
- Utilize available resources to identify appropriate solutions for customers
- Explain product features and benefits, answering questions and setting proper expectations for customer inquiries
- Ensure customer satisfaction through effective call resolution

Denise Chaber

Authorized to work in the US for any employer

Work Experience

ISM- Loyalty and Rention Specialist

AT&T

August 2020 to October 2022

I am a loyalty call center representative with AT&T currently. I handle incoming retention calls pertaining to Direct, AT&T mobil, U-Verse, AT&T TV, Internet and Landline accounts, I take anywhere from 50-100 calls per day. This will include accessing customers account to go over billing, retaining customer, offering new plans, upgrading packages, new service, trouble shooting, ordering new devices, activating new equipment, moving service, or simply going over all of customers services they may have. I deal with a many variety of different cultures. I have received many perfect VOC which is the feed back that customers give back after my call with me. I also have maintained the companies expectation they have for us on retaining our customers.

Admissions Representative

St. Francis Hospital - Charleston, SC

January 2017 to July 2020

Responsible for all incoming calls, scheduling HBO patients for treatment, oversee all the patients for Addiction Healing center, with in take information. Make sure that all patients coming in for procedures were prior authorized with proper insurance. Keep all other clerks work stations stocked with all material needed for the day. Also responsible for transporting patients proper department for procedures. Also, help with getting patients registered for their procedures or admitting patients into the hospital. Registering specimens that are dropped off and making sure that it is delivered to the lab.

Phlebotomist

Carm General Hospital

April 2016 to July 2016

Collected many different specimens of up to 30 patients per morning, labeled the proper tubing ad distributed to the proper lab department. Maintained the lab area with proper supplies keeping it stocked and ready throughout the day for my shift and the shift that would be coming in. While on the floor would answer any trauma calls that came in and assisted the doctor in the trauma bay quickly and efficiently making sure that the patient was assessed as quickly as possible.

Manager

Digital communications - Huntington, WV

October 2000 to June 2003

Managed 4 other employees, responsible for

Scheduling upcoming schedules for all employees. Customer service, and sales. Ordered supplies and phone equipment for 4 different cell phone companies. Ensured that kiosk was fully stocked and ready for next business day. Kept kiosk sales volume up to each mobile companies standards, responsible for all customer complaints and issues with any cell phones that may arise.

Education

Diploma

Herbert Hoover High School

Certificate

Garnett career center

Skills

- Customer service (5 years)
- Microsoft office (1 year)
- Medical Records (2 years)
- Patient Care (1 year)
- Phlebotomy (Less than 1 year)
- Laboratory Experience
- Medical Scheduling (1 year)
- Medical Office Experience (3 years)
- Medical Terminology (3 years)
- Microsoft Excel (2 years)
- Data entry (6 years)
- Microsoft Word
- Typing (6 years)
- Experience Administering Injections
- Medical Billing
- Computer Skills
- Anatomy Knowledge
- Hospital Experience
- Clerical Experience
- Office Management
- Management
- Phone Etiquette
- Computer Operation
- Caregiving

Certifications and Licenses

Phlebotomy

March 2016 to May 2017

Certified Phlebotomy Technician

Assessments

Medical terminology — Completed

January 2021

Understanding and using medical terminology

Full results: Completed

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.