



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: 05-16-2023

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 8	Procurement Folder:	1175385
Document Name:	Change Order No. 7	Reason for Modification:	Change Order 7 To add additional Accounting Tech Temp Staff - BPH effective 05/23/23 - 02/09/24
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 8
Free on Board:	FOB Dest, Freight Prepaid		

VENDOR		DEPARTMENT CONTACT		
Vendor Customer Code:	000000228419	Requestor Name:	Elizabeth Webb	
EXPRESS SERVICES INC 47 RHL BLVD		Requestor Phone:	(304) 558-2996	
SOUTH CHARLESTON WV 25309		Requestor Email:	elizabeth.a.webb@wv.gov	
US		<div style="font-size: 48pt; font-weight: bold;">23</div> <div style="font-weight: bold;">FILE LOCATION _____</div>		
Vendor Contact Phone:	999-999-9999			Extension:
Discount Details:				
	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

Purchasing Division's File Copy

Total Order Amount:	\$993,384.00
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ENTERED

ON 5/18/23

PURCHASING DIVISION AUTHORIZATION
DATE: <i>Mark O'Connell</i> 5/19/2023
ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION
DATE: <i>Beverly Tolson</i> 5-19-23
ELECTRONIC SIGNATURE ON FILE

Extended Description:

Change Order No. 7 To add additional Accounting Technician Temporary Staff for BPH effective 05/23/2023 through 02/09/2024.

Laura Taylor - Estimated 1536 hours (1336 regular hrs. estimated 200 overtime hrs.) - BPH Finance
Erin Mattocks - Estimated 1536 hours (1336 regular hrs. estimated 200 overtime hrs.) - BPH Finance
Janay Stockton - Estimated 1536 hours (1336 regular hrs. estimated 200 overtime hrs.) - BPH Finance

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, whether more or less than the quantities shown.

Payment will only be made for actual commodities and/or services rendered.

No other changes.

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

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	HOURL	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30				

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	HOURL	\$21.0000	\$19,950.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-10	2023-06-30				

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				

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				

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				

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				

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				

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				

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				

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				

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				

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				

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				

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				

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				

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				

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				

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				

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				

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

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
24	80111605	2280.00000	HOUR	\$21.0000	\$47,880.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-21	2024-02-09				

Commodity Line Description: CO 1 Accounting Technician II - Barry Lisenbee

Extended Description:

Change Order 1

Accounting Technician II Temporary Staffing - BPH Finance

Barry Lisenbee - Estimated regular hours - 2280 hrs X \$21.00 = \$47880

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
25	80111605	1800.00000	HOUR	\$21.0000	\$37,800.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-03-28	2024-02-09				

Commodity Line Description: CO 2 Accounting Technician II - Brenton Davis

Extended Description:

Change Order 2

Accounting Technician II Temporary Staffing - BPH Finance

Brenton Davis - Estimated regular hours - 1800 hrs X \$21.00 = \$37,000.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
26	80111605	1800.00000	HOUR	\$21.0000	\$37,800.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-03-28	2024-02-09				

Commodity Line Description: CO 2 Accounting Technician II - Kristina Hudnall

Extended Description:

Change Order 2

Accounting Technician II Temporary Staffing - BPH Finance

Kristina Hudnall - Estimated regular hours - 1800 hrs X \$21.00 = \$37,000.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
27	80111605	2280.00000	HOUR	\$21.0000	\$47,880.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-02-21	2024-02-09				

Commodity Line Description: CO 1 Accounting Technician II John Beard

Extended Description:

Change Order 1
Accounting Technician II Temporary Staffing - BPH Finance

John Beard - Estimated regular hours - 2280 hrs X \$21.00 = \$47880

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
28	80111605	1736.00000	HOUR	\$21.0000	\$36,456.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-04-11	2024-02-09				

Commodity Line Description: CO 3 Accounting Technician II Jeanine Cameron

Extended Description:

Change Order 3
Accounting Technician II Temporary Staffing - BPH Finance

Jeanine Cameron - Estimated regular hours - 1736 hrs x \$21.00 = \$36,456.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
29	80111605	1696.00000	HOUR	\$21.0000	\$35,616.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-04-18	2024-02-09				

Commodity Line Description: CO 4 Accounting Technician II - Sara Burdette

Extended Description:

Change Order 4
Accounting Technician II Temporary Staffing - BPH Finance

Sara Burdette - Estimated regular hours - 1696 hrs x \$21.00 = \$35,616

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
30	80111605	1696.00000	HOUR	\$21.0000	\$35,616.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-04-18	2024-02-09				

Commodity Line Description: CO 4 Accounting Technician II - Brittany Gray

Extended Description:

Change Order 4
Accounting Technician II Temporary Staffing - BPH Finance

Brittany Gray - Estimated regular hours - 1696 hrs x \$21.00 = \$35,616

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
31	80111605	1696.00000	HOUR	\$21.0000	\$35,616.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-04-18	2024-02-09				

Commodity Line Description: CO 4 Accounting Technician II - Kayla McCallister

Extended Description:

Change Order 4
Accounting Technician II Temporary Staffing - BPH Finance

Kayla McCallister - Estimated regular hours - 1696 hrs x \$21.00 = \$35,616

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
32	80111605	1656.00000	HOUR	\$21.0000	\$34,776.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-04-25	2024-02-09				

Commodity Line Description: CO 5 Accounting Technician II - Lora Kuhn

Extended Description:

Change Order 5
Accounting Technician II Temporary Staffing - BPH Finance

Lora Kuhn - Estimated regular hours - 1656 hrs x \$21.00 = \$34,776.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
33	80111605	1656.00000	HOUR	\$21.0000	\$34,776.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-04-25	2024-02-09				

Commodity Line Description: CO 5 Accounting Technician II - Jeffrey Lunsford

Extended Description:

Change Order 5
Accounting Technician II Temporary Staffing - BPH Finance

Jeffrey Lunsford- Estimated regular hours - 1656 hrs x \$21.00 = \$34,776.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
34	80111605	1600.00000	HOUR	\$21.0000	\$33,600.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-05-11	2024-02-09				

Commodity Line Description: CO 6 Actcing Tech II - Alexandra Taylor

Extended Description:

Change Order 6
Accounting Technician II Temporary Staffing - BPH Finance

Alexandra Taylor - Estimated regular hours - 1600 hrs x \$21.00 = \$33,600.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
35	80111605	1536.00000	HOUR	\$21.0000	\$32,256.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-05-23	2024-02-09				

Commodity Line Description: CO 7 Actcing Tech II - Laura Taylor

Extended Description:

Change Order
Accounting Technician II Temporary Staffing - BPH Finance

Laura Taylor - Estimated regular hours - 1536 hrs x \$21.00 = \$32,256.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
36	80111605	1536.00000	HOUR	\$21.0000	\$32,256.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-05-23	2024-02-09				

Commodity Line Description: CO 7 Actcing Tech II - Janay Stockton

Extended Description:

Change Order 7
Accounting Technician II Temporary Staffing - BPH Finance

Janay Stockton - Estimated regular hours - 1536 hrs x \$21.00 = \$32,256.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
37	80111605	1536.00000	HOUR	\$21.0000	\$32,256.00
Service From	Service To	Manufacturer	Model No	Delivery Date	
2023-05-23	2024-02-09				

Commodity Line Description: CO 7 Accting Tech II - Erin Mattocks

Extended Description:

Change Order 7

Accounting Technician II Temporary Staffing - BPH Finance

Erin Mattocks - Estimated regular hours - 1536 hrs x \$21.00 = \$32,256.00

Carroll, Shelly D.

From: Webb, Elizabeth A <elizabeth.a.webb@wv.gov>
Sent: Tuesday, May 16, 2023 7:59 AM
To: Carroll, Shelly D.
Subject: Three Additional Staff

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.

Pursuant to CMA 0506 HHR2000000007, DHHR seeks three additional Accounting Technician II staff in the Bureau for Public Health with an effective date of 5/23/23. These positions will fulfill a 40 hour work week and may include overtime. These positions are expected to last at least through February 9, 2024. As per the contract, please provide DHHR with a response of an available staff person within 48 hours of receipt of this request.

If you have any questions, please do not hesitate to contact me.

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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)

approved
Shelly Carroll

approved
Kim Sobie

LAURA TAYLOR

Professional Summary

Communication, problem-solving, and conflict management are all top-notch skills.

Service-driven

Proficient

Processor with expertise in documentation, data entry, and file management.

Dedicated team

Skills

- Data file opening
- Research proficiency
- Interpersonal skills
- Data entry experience
- Recordkeeping expertise

Education

Autobody Repair and management - Associate of Applied Science - 2004

WyoTech - Blairsville, PA

High School Diploma - 2003

South Charleston High School - South Charleston, WV

Work History

Processor - June, 2021 to October, 2021

West Virginia Housing Development Fund - Charleston, WV

- Organized and planned work to meet production and schedule goals.
- Researched and resolved discrepancies to maintain accuracy.
- Ensured the accuracy of my work by conducting extensive research and resolving discrepancies.

Customer Service - August, 2020 to July, 2021

Ibex Global - Charleston, WV

- Help customers with their general problems.
- Provide support and assistance to customers who have problems with the service.
- Provide customers with information about their charges.
- Supplying information in accordance with customers' needs and demands
- I'm in charge of a customer's documents.

Afterschool leader - November, 2019 to October, 2020

Bob Burdette Center, Inc. - Charleston, WV

- Boosted cultural awareness by incorporating children's literature from world cultures.
- Created and implemented classroom routines to meet the needs of various students.
- Implemented reading and writing workshops to improve student literacy and support school reading programs.
- Set up meetings with parents to discuss their children's progress and classroom behavior.
- All necessary paperwork for classroom activities, such as meal count sheets and attendance logs, were completed and filed.
- Used classroom games and outdoor recreational activities to promote physical, mental, and social development.

Service Agent - February, 2015 to August, 2019

Enterprise Rent-A-Car - Charleston, WV

- Sprayed the interior with air freshener and removed stains from the carpeting.
- Used a company-approved soap solution to wash the exteriors of the vehicles, improving the shine and reducing the appearance of scratches when returned.

Janay Stockton

Ready to work

Work Experience

Assistant Teacher

YMCA Mel Wolf Child Developmental Center - Charleston, WV
July 2020 to April 2023

I have worked in the rooms with the kids and taking care of them like primary care, helping assist the teachers, and learning development

Phone Surveyor

McMillion Research - Charleston, WV
July 2017 to April 2020

I worked at McMillion Research doing over the phone surveys and due to the shutdown and coronavirus I was at first temporarily off work then got laid off.

Warehouse Sorter

Goodwill - Charleston, WV
August 2015 to May 2016

- Assist in cleaning and general maintenance of sorting room area
- Process and sort donations by inspecting and separating items
- Process, hang, and tag all sorted merchandize
- Ensure clothes are hung according to policy and on proper hanger

Crew member

McDonald's
November 2014 to May 2015

Skills & Responsibilities

- Preparing and serving food to the customers
- Provide excellent customer service and a great dining experience
- Working in multiple stations of the store operations
- Cooking on grill, Cleaning lobby and Food prep
- The ability to work in a fast-paced environment

Teen Community Coordinator

Energy Express - Morgantown, WV
June 2014 to August 2014

Skills

- Ability to relate well with teens, to understand and meet their developmental needs.

- Knowledge and skill in supervising staff.
- Effective oral and written communication skills.
- Ability to plan, organize, and implements program activities as well as participate in those activities.
- Ability to meet deadlines in a timely manner.
- Ability to be on time and follow through with responsibilities.
- Ability to serve as a positive role model for staff and teens.

Responsibilities

- Assign staff duties to insure appropriate supervision of teens and program activities.
- Provide leadership to staff members to ensure that established safety and conduct procedures are followed.
- Serve as positive role model for staff and teens.
- Arrange for substitutes as needed to maintain program ratios.
- Maintain accurate program records.
- Develop, organize and conduct a variety of teen programs.
- Relate and interact with teens using positive reinforcement and effective communication.
- Maintain a clean, sanitary, orderly and safe environment.

Education

High school diploma in General

Valley high School - Smithers, WV
August 2009 to June 2013

Skills

- Childcare
- Primary Care Experience
- Customer service
- Writing skills

Certifications and Licenses

Medical Assistant

January 2018 to Present

I went to Garner Career Center and graduated with a Medical Office Certificate.

Food Handler Certification

Additional Information

Skills:

- *Problem Solving
- *Adaptability
- *Collaboration
- *Strong Work Ethic

- *Time Management
- *Critical Thinking
- *Self-Confidence
- *Handling Pressure
- *Leadership
- *Creativity

Erin Mattocks



Ambitious professional seeking a position that will assess my customer service skills as well as my ability of time management & attentive skills, challenging my abilities of meeting deadlines in a professional & timely manner, all while cultivating my ability to learn new concepts quickly & work under heavy workloads that include goal driven environments both which include both individual & in a team setting.

Experience

Jan 2019 – Jan 2020

LOGISTICARE/CUSTOMER SERVICE REPRESENTATIVE, CHARLESTON

- Made inbound and outbound calls from members in regard to Medicaid & Humana approved transportation
- Took approximately 120 calls per day in call queue
- Properly communicated with doctor's offices and personnel to meet benefit eligibility
- Contacted third party transportation providers to confirm members appointments and departure times
- Faxed and mailed letters to members or authorized parties in reference to information and program guidelines.
- Verified Medicaid insurance active or inactive status for review of transportation eligibility.
- Verified mileage and location of physical medical facility from member address
- Made direct contact with Social Services, Personal Care Aids, Nursing Homes, Physicians, and Rehabilitation facilities

Mar 2017 – Jan 2019

I.M.A CALL CENTER/ VIRGINIA BEACH

Accepted inbound calls from customers with account inquires or questions.

- Referred customers to additional beneficial services by upgrading customers' accounts
- Accepted call volumes of over 200+ calls a day
- Assisted customers with payment adjustments and automated payments and account configuration
- Responsible for cross sale of alternative goods & services as well as knowledgeable explanation of all services & products.
- Responsible for customer retention and satisfaction of the customer experience

MAY 2015-MAR 2017

CHARLOTTE METRO CREDIT UNION/Contact Center Representative II-Training Associate, Charlotte, NC 28230

- Trained current and new associates on upcoming new processes and strategies.
- Accepted escalated calls that required de-escalation and immediate resolution
- Assist with assisting associates with processing account and loan documentation for approval

- Processing and reading credit reports
- Accessing debt to income ratio
- Verified income amounts for government assistance programs.
- Training floating Member service advisor on day to day contact center functions and protocol.
- Accepted payment to bring delinquent accounts current
- Completed Social Security verifications
- Sent and received documentation time sensitive documentation that required scanning, faxing or email
- Identified weather transactions were fraud attempts or potential merchant disputes for Operations to review.
- Provided payoff information for Auto loans, Lines of Credits, and Personal loans.
- Verified time frames on holds, and release dates.

June2014-May2015

WELLS FARGO/Financial Crimes Specialist II , Charlotte, NC

- Monitored moderate to complex cases & account activity & fraud activity which required research of multiple transaction channels.
- Performed general account handling functions such as closing accounts, determinations, holds, restraints, etc.
- Reviewed, verified and identified customer transactions to detect & prevent financial crimes activities
- Maintained files, records, databases and prepared standard routine management reports
Identified control failures in bank processes, procedures, customer or team member decisions and categorize losses and assign loss accountability.
Initiate claims filing & investigation process by collecting evidence for potential available fraud on cases.
- Determine if account activity is fraud related or requires dispute with direct merchant.
- Verify for multiple businesses if transaction attempts were legitimate from Wells Fargo bank holder or potential fraud losses for both businesses.

May 2013-June 2014

WELLS FARGO HOME MORTGAGE/Alternative Contact Strategist/Collector - Fort Mill, SC Achievements

Received an internal audit score of 100% for 5 consecutive months

Leader of Q12 for the Alternative Contact Strategies Team

- Made sure that proper mortgage documents were on file and legible for reverse mortgage, FHA, VA
- Contact borrow on limited occasions when needed to verify information,
- Reviewed documentation such as deed of trust to locate interested parties for delinquent borrowers..
- Reviewed accounts for suspicious fraudulent mortgages & forwarded to correct business lines.
- Skip traced to locate delinquent mortgage holders whereabouts to collect on assets, using Lexis Nexis, CBC.
- Provided excellent service to build customer relationships and gain loyalty by responding to inquiries and service requests in a timely fashion
- Resolved customer disputes in a professional manner as well as handled billing concerns and payment extensions

- Negotiated and collected payments on delinquent accounts ranging 60 days or greater

October 2011- February 2013

AMERISOURCE BERGEN | LASH GROUP | Patient Case coordinator | Benefits Verification Specialist, Charlotte, NC

- Served as the primary single point of contact for patients & clients who expressed interest in enrollment options, assisted in program application completion, insurance verification, demographic updates, application process updates, co pay or payment options.
- Contacted both physicians & clients when missing information was needed, or incomplete to meet program deadline.
- Fax or send letters to patients or physicians information reference to program guidelines.
- Verified insurance information for physician's office & for eligibility of medication assistance.
- Educated clients on available therapies via their physicians based on insurance companies, deductibles, payments & uncovered expenses.
- Schedule appointments for patients requesting doctors' visits in regards to medical treatment. - Follow-up on with doctors' offices & patients to remind them of upcoming appointments - Manage appointments & put in refill request for medication refills.
- Required the understanding of some medical terminology & diagnosis's types for services administrated.

April 2011- October 2012

CONVERGYS/ONSTAR, Navigational Advisor, Charlotte, NC

Serviced inbound phone calls from external GPS software clients related to sales, billing deputies, & navigational directions.

Accepted call volumes of over 200+ calls a day

- Assisted customers in critical situations when emergency services or polices were required
- Responsible for cross sale of alternative goods & services as well as knowledgeable explanation of all services & products

Skills

Type 75WPM, Meeting important deadline and prioritize workload. Strong attention to detail with the ability to interpret information, ability to adapt to change, customer service skills, ability to identify problems, and use ethical judgment in decision making. Proficiency in MS applications: Excel, Word, PowerPoint, Notes, and Outlook. Knowledge of Medicaid & Medicare verification processes.

Education

Central Piedmont Community College | Charlotte, NC -Associates of Arts-Business – Graduated 2016

Independence High School | Mint Hill, NC – H.S. Diploma