

Vickie L. Jackson

Seeking a position with a growing company in the field of, Customer Service but not limited to healthcare and/or financial Services

WORK HISTORY

**2005- Present Cincom Systems Inc.
Marketing Team Lead/ Telemarketing Dept.**

Manage marketing projects, facilitate communication between teams; Draft correspondence; Create presentations; and produce reports; Improve efficiency of team by standardizing and organizing procedures; Gather and verify all marketing procedures dealing with Company accounts. Admin. for all Sales teams, Coordinate meeting logistics/agendas; Prioritize work and maintain a sense of urgency when responding to requests; Respond to internal and external inquiries and requests in a professional manner; Type 55 wpm while maintaining strict accuracy; Excellent organization and business writing skills; Model best practices problem solving techniques.

**1999-2003 AVERY DENNISON GRAPHICS MEDIA DIVISION
Lead Machine Operator /Customer Service**

Responsible for setup; Quality control; Maintenance of bulk roll paper products; Train new employees; Accountable for all machine upkeep; MFG Pro Software proficiency. Manage staff; create presentations; Expedite report summaries; production procedures; Assist managers and planners on quality load of machine; Shipping; Receiving; order processing Operated Fork Lift and Cherry Picker

**1998-1999 HEALTHCARE FINANCIAL STAFFING
Medical Biller**

Gastroenterology billing; Data entry; Patient registration; Appointment scheduling; File insurance claims; Ensure accounts are processed in accordance to eligibility standards. Maintain a professional relationship with the patient and Governmental agencies to ensure cooperation and compliance

**1989-1998 HEALTH ALLIANCE (Jewish Hospital)
Laboratory Support Tech. II (CSR)**

Patient registration; Billing; Phlebotomy; Specimen handling and processing; DNA testing; Import/export laboratory functions; Transmit laboratory results to nursing homes, clinics, and doctor offices; Document patient information with extreme detail to accuracy; Train new employees.

EDUCATION

University Of Cincinnati 1978-1982
Bachelor of Sciences Major: Health Services Administration GPA: 3.0/4.0
New Horizons 2006 **HTML 4.01-Levels 1 2 3 Excel Levels 1 2 3**

Personal Interests

- Volunteer at various Orphanages in Cincinnati Area. Registered @ Hamilton County Public Health Emergency Response Disaster Preparedness
- Advocate for Life Center Donor Organization, Media distribution, Counselor (Donor Mom) www.lifepassion.com