

Jilissa Gregory
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Objective: To obtain an administrative support position where I will be an asset in contributing proficiency in given tasks.

Education:

- Anticipated Bachelor's Degree in Business/Human Resources- Southern New Hampshire University, 2020-present
- Member of the NSLS honor society (National Society of Leadership and Success) 2021-present
- Anticipated Bachelor's Degree in Human Services/ Business Concentration-2018-2019: Springfield College,
- Full-Time course studies in Business Management until 06/2018: Quincy College, Quincy, MA
- Graduated with Business Major 2014: Fenway High School, Boston, MA.

Skills and Trainings:

- Efficiency in Computer Technology, Microsoft Word, 2016, Excel, Power Point, PeopleSoft for H.R., WFM for H.R., Data Entry, basic accounting skills, Lab Corp (Drug Testing) and Inventory Management,
- Excellent verbal communication skills, well-organized, sufficient and structured reports and letters writing skills, highly motivated, Problem-Solving skills. Ability to defuse situations, ability to contribute healthy and safe decisions
- Youth Leadership, Girl Scout supporter (Volunteered),
- Trainings: Human Resources Clerical software, Telecommunication, Coordination of Orientation and Onboarding

Employment Experience:

01/2022-04/2022(temp): Blue Cross and Blue Shield of MA

- Worked full time in claims department logging in fitness reimbursement applications
- Data entry, logging, pulling invalid claims and additional responsibilities
- 4 hours minimum of worksheets to review and file members medical claims

10/2019- 01/2020(temp): Harvard Pilgrim HealthCare

- Apart of the Member Services team dealing with Pharmacy concerns from members or doctors

- Became responsible for taking calls from members and assisting with appropriate service
- Responsible for documenting important details from call for records and transferring calls to appropriate directory when requested
- Responsible for outreach to pharmacy vendors when needed to confirm any medication information for member
- Performed additional tasks as requested

01/2019-04/2019(temp): Blue Cross Blue Shield of MA

- Became a member of the BCBSMA Tax Form Inquiries team
- Responsible for completing tax form request (1095B or 1099HC/state and Federal) using recommended software programs to complete request
- Responsible to check work email daily for meetings, extra tasks, and complete email request for tax season
- performed tasks that included to mail tax forms to member's address on file and prepare outgoing mail in a timely manner
- also performed other tasks as requested

04/2018 – 01/2019: Human Resource Clerical) BJ's Wholesale club, Quincy, MA

- Assist Human Resource Manager with administrative and clerical responsibilities
- Present as the primary contact person to communicate and assist employees with any concerns, regarding payroll, time requests, etc.
- Responsible for contacting potential candidates, conducting interviews,
- Managed administrative minutes for interoffice meetings
- Responsible to lock down payroll and fix employee timecard
- Takes initiative to contribute support as team member, motivator and multi-tasks as provided. Work well under pressure.

9/2016 – 4/2017: Sales Associate/ Stop and Shop, Quincy, MA

- Responsible for daily operations of company cash registers, management of register cash balances.

- Provided strong customer service by assisting customer with item locations, resolving problems when needed. Ability to defuse and minimize situations in order to satisfy customers.
- Conduct processing of returned items
- Provided administrative tasks in support of Human Resources by assisting with data entry, training new employees and team efforts in helping with scheduling and meeting preparations.

2/2015-8/2016: Sale Associate/ Wet Seal, Inc. Braintree, MA

- Responsible for providing excellent customer service as department Sale Associate
- Conducted support during customer fitting room services, strong observational services
- Assisted in the process of financial management for evening store closures

6/2013 – 8/2013 Massachusetts General Hospital, Boston, MA

Internship Position/ Administrative Assistant

- Responsible for conducting medical data entry projects using patient confidentiality
- Filing patient records, scan, contact patients as directed and organized documentation.
- Ability to follow fast past instructions, multi-task and deliver task with time management. This was an internship position.

