



BILLY JACKSON

CONTACT

 (123) 456-7890

 email@example.com

 City, State Abbreviation zip code

 LinkedIn | Portfolio

KEY SKILLS

- Clear communication
- Data accuracy
- Efficiency
- Microsoft Office
- Organization
- Typing proficiency

EDUCATION

**Associate of Applied Science (A.S.)
in Communication**
SOUTHERN MAINE COMMUNITY COLLEGE
South Portland, ME | June 2016

ABOUT ME

Meticulous data entry specialist with a proven track record in handling clerical tasks in dynamic educational and health care settings. Maintains a 98% accuracy rate and 85 WPM. Manages large volumes of data while adhering to strict confidentiality standards. Proficient in Microsoft Excel, Microsoft Access, and optical character recognition (OCR) tools.

PROFESSIONAL EXPERIENCE

SENIOR DATA ENTRY CLERK | OPTUM, AUGUST, ME

JUNE 2021 – PRESENT

- Identify process improvements and serve as subject matter expert for information systems
- Conduct quality assurance for over 200 pieces of outgoing mail per day
- Prep and patch claims for scanning and hand stuffing of complex mailings, including RAs, medical records, and insurance forms
- Key and verify up to 400 medical claim and non-claim documents daily using ABBYY FineReader, achieving an error rate of less than 1%
- Lead a training program for up to 10 new hires each quarter, guiding a diverse group of professionals through the onboarding process

DATA ENTRY SPECIALIST | UNITY ENVIRONMENTAL UNIVERSITY, NEW GLOUCESTER, ME

JANUARY 2017 – MAY 2021

- Processed and maintained records for over 10,000 students and donors, ensuring 100% compliance with data privacy standards
- Entered application data into campus information system, analyzing data when requested
- Managed and updated a database of over 5,000 alumni contacts, improving accuracy of mailing lists by 40%
- Conducted inbound and outbound calls to students, supporting administrative needs across institutional units
- Coordinated scanning, e-filing, and distribution of periodic reports

CERTIFICATIONS

- Certified Professional Coder, American Association of Professional Coders, 2022
- Certified Data Entry Professional, American Institute of Business Management, 2020