

Sandria Marshall

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QUALIFICATIONS

Customer Support Oriented; Point of Contact (Phone, Email, Chat, and Video Conferencing Etiquette); Problem Solver, Active Listening; Descriptive and Persuasive Writing; Intermediate to Advance skills in Microsoft Word, Excel, PowerPoint, Outlook, SharePoint and Teams; Navigation of Webex, Zoom, and RingCentral; Cybersecurity Awareness, Law Firm Experience

EDUCATION

The Academy of South FL Fort Lauderdale, FL 2023 – Present **Help Desk Technician**

EXPERIENCE

Hybrid Claims Administrative Assistant

Universal Property and Casualty Insurance Fort Lauderdale, FL November 2021-July 2023

- Daily updating of spreadsheets
- Billing for data entries
- Researching databases
- Preparing documents and correspondences
- Extracting and organizing data for distribution
- Coordinating and scheduling meetings and appointments
- Screening incoming calls and transferring as needed
- Conducting intake interviews for new claims
- Managing department calendars
- Electronically filing documents with government institution
- Saving incoming documents to the appropriate files
- Attending meetings via video conferencing
- Retrieving information from employee intranet for department
- Creating instruction guides

Hybrid Administrative Support Assistant III/Clerk

Broward County Public Schools Fort Lauderdale, FL December 2013- October 2021

Trained new secretaries on the operation of the department, scheduled employment interviews, informed payroll of staff absences/issues, screened incoming calls, routed calls or provided resolutions, scheduled virtual/on campus appointments, coordinated and calendared events, drafted correspondences, worked closely with the technology department to resolve basic to intermediate technical issues, uploaded information to the intranet for staff, sorted and distributed mail, checked in visitors with government issued photo identification, serviced documents, utilized various communication methods, processed supply orders, reported suspicious activities alongside potential hazards, practiced fire drills and safety procedures

ADDITIONAL EXPERIENCE

Choice Legal Group, P.A. Fort Lauderdale, FL | **Litigation Clerk** 2011-2013

Retail Hallandale, FL | **Sales Associate/Line Director** 2004-2009

RECOGNITIONS

Employee of the Year 2018-2019 **Winner**

C.O.E Accreditation Reception 2018 **Hospitality Co-chair**

Staff Member of Character 2016, 2018 **Nominee**