

Alicia Cunningham

618.567.2911 cunningham.alicia73@gmail.com

Professional searching for a technology driven role with a variety of customer service, digital, and detail oriented skills. Results driven, team oriented, and energetically committed to various tasks. Proficient in multitasking while able to manage a wide variety of projects that require creativity, interpersonal, and technical skills. Eager to learn and can adapt quickly to changes in a business setting.

Skills Microsoft 365 Office Products: Excel, Word, Suite, & PowerPoint, Visio, Verint, Workbench, Workday, ConnecZ4.5, Hercules Voice, SQL, HTML (CSS & JavaScript), Adobe-Illustrator/Photoshop, Modern App Architecture (MVVM), Mobile Development (iOS), Google Analytics, Git/Drush, Cisco, RStudio, WordPress, Siebel Applications, PHP, Swift, MailChimp, Hercules Voice & Chat, ACMT, & UCMT

Education **200 Hour Yoga Teacher Training Certified - 2023**

Nexus Institute

Certificates: CSM (Certified Scrum Master) – July 2022

Business Administration – December 2022 (**BALL STATE UNIVERSITY**)

Digital Media Marketing – December 2019 (**MILLIKIN UNIVERSITY**)

Degree: MILLIKIN UNIVERSITY, FALL 2019

Bachelor of Science in Information Systems (Security & Compliance)

Work PHLEBOTOMIST, CSL PLASMA CENTER, Atlanta, GA (on-site)

Experience December 2023 – Current

- Verifies patient identification and explains sampling procedures to patients. Obtains blood specimens by performing venipunctures and finger sticks.
- Maintains specimen integrity by using aseptic technique, following department procedures, and observing isolation procedures.

GROUP BENEFITS UNDERWRITER, THE HARTFORD, Atlanta, GA (hybrid)
July 2023 – October 2023

- Quote, renew, and provide consultative services related to life and disability insurance for businesses.
- Demonstrates a strong understanding of the elements of pricing including risk factors, manual rates, risk classification, experience rating and pricing targets.
- Represents underwriting function on segment and division project committees and assigned client implementations.
- Works independently with final decision making authority within assigned authority levels.
- Analyzes data in order to compare pricing and premium.

WAITRESS/BARTENDER, MERCEDES-BENZ STADIUM (Levy), Atlanta, GA (on-site) June 2023 – Current

- Serves beverage orders to Guests in timely manner.

- Provides recommendations and create specialty drinks for patrons at a variety of events including: football and soccer games, conferences, and private dinners.
- Develops highly empathetic client relationships and earned a reputation for exceeding service standard goals.

PERSONAL LINES UNDERWRITER, STATE FARM INSURANCE, Atlanta, GA (hybrid)

August 2020 – July 2023

- Skilled in Plup applications & eligibility determination in all 50 states.
- Trained to handle West Central, Northeast, & South state calls.
- Assess customer risks & determine insurance eligibility by reviewing applications, existing business, statistical data, reports, & customer information.
- Gather information about customer’s lives & analyze their risk factors to decide whether they qualify for services.
- Process policy changes and collaborate with agents to serve customers.

WEB DEVELOPMENT INTERN, MILLIKIN UNIVERSITY, Decatur, IL 62526

May 2019 – Dec. 2019

- Assisted with updating content for multiple departments, worked with HTML, CSS, & Google Analytics regularly.
- Created & maintained web pages & applications submitted by student & regular upgrades to ensure web security & system accessibility.
- Captured high quality photographs for web pages, events, & student spotlight pages.
- Collaborated with Senior-level developers to design projects for the website throughout various phases of project lifecycles.

Professional
Organizations

DELTA SIGMA THETA SORORITY, INCORPORATED
Kappa Zeta Chapter