

ABIGAIL L. KADEN

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Personal Profile

Highly detailed, hard working professional, with a personable attitude, that has demonstrated leadership skills as an Administrative Assistant, and licensed Insurance CSR Agent. Keen interest in Administrative work where it entails, working as the Executive/Administrative Assistant or as a Personal Assistant, in or out of an office setting, collaborating with the Owner, CEO or Administrator, where the uses of exceptional planning, organizational and communication skills are much desired.

Education

Salt Lake Community College	Salt Lake City, UT	A.S. Degree - Generals
Member of: <i>The National Society of Collegiate Scholars</i>		SLCC Chapter
Resident Insurance Producer in Utah	License No: 270126	Issued: 11-13-2007

Extracurricular Activities

Photographer/Videographer for Berliner HC Lacrosse Team	June '12 to Present
- See my recent works at: www.supergeilstudios.com	
Owners Assistant – Volunteer for Brandenburg BPC	Nov '10 to April '11
Intensive German Courses – Volkshochschule & D.I.D. Institute	Aug '10 to August '11

Special Skills and Programs

I am always willing to learn a new system. However, the ones I am currently familiar with are; PC and Mac Operating Systems, Adobe Acrobat and Reader, All the Microsoft Office Programs (Outlook, Excel, PowerPoint, etc.) Adobe Premiere Pro, Final Cut, Photoshop CS6, and Lightroom 4. Data entry and quoting systems such as, AMS and Applied. As well as Internet Search Engines, social networking sites such as, Facebook, Instagram, Twitter, YouTube, and many other Networking sites.

Professional Work Experience

Trustco, Inc. and Insur-America, Inc.	Salt Lake City, UT	March '06 to July '10
Licensed Personal Lines CSR Agent/Administrative Assistant		

- General office duties include but are not limited to, answering calls on multiple phone lines, handling customers concerns, scanning, faxing, filing, data entry, etc.
- Assist producers with letters, memos, changes, EPI's, LPRs, certificates, etc.
- Conduct policy changes for clients, online, e-mail, calling company direct, etc.
- Computer skills with AMS, Applied, All Microsoft Office programs & Adobe
- Quote new business, issue new policies, and put together hard & paperless files
- Collect payments from clients & sweep payments from company accounts
- Handle customers claims when they arise and report them to the insured's carrier
- Met with company reps, reviewed figures, and discussed new products and operations.

Discover Card Corporation

West Valley, UT

Dec '05 to March '06

Balance Transfers Customer Service Agent

- Called Discover Card members in regards to transferring balances
- Sold card members identity theft protection, as well as other available protection
- Helped customers update their information, sent out new cards, etc.

Mai Thai Restaurant

Boise, ID

Aug '03 to May '04

Waitress

- Helped set up the restaurant before it opened, and helped take down, clean and restock items after the restaurant was closed.
- Handled the afternoon and evening shifts, by taking customers orders, and delivering them.
- Studied wines and the specific selection Mai Thai carried in order to better serve its customers.
- Handled any customers concerns and or complaints regarding service.

Addiction & Psychological Services

South Jordan, UT

Feb '02 to June '03

Administrative Assistant

May '04 to Oct '05

- General Office Duties included but are not limited to, handling clients concerns, collecting money, scheduling appointments, faxing, filing, answering multiple phone lines, and data entry
- Administered domestic violence & chemical dependency testing for clients
- Administered and monitored urinalysis and breath tests
- Certified Prime for Life Instructor (Alcohol & Drug Education)
- Court liaison. Attended court hearings, created rapport with judges and court clerks in order to recruit court ordered clients to attend programs Addiction & Psychological services offered.
- Updated and created a new and improved filing system to both paper and computer files.
- Computer skills, Microsoft word, Excel, Office, PowerPoint & Adobe.

...References and Letters of Recommendation upon request