**JACQUELINE VALLE**

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Orange, CA 92869

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**OBJECTIVE:** Seeking a full time position as an Administrative Assistant to apply strong skills and experience.

**SKILLS:** Computer literate with MS Office applications, Alltel/Fidelity/ LPS, Maximillion, AS400/MR,

Smartflow, AQUA and Agilsource systems; Clerical skills including typing 68 wpm, 10-key, Alphanumeric

filing; Customer service and communication skills in English and Spanish.

**EXPERIENCE:**

1/04 to 1/10 **Senior Lead/Assistant Manager, Processing Department, Assurant, Tustin, CA**

* Maintained production and quality reports.
* Maintained monthly coaching sessions with each processor on the team.
* Maintained daily audits on quality for each on the team.
* Disputed and corrected errors on loans for hazard insurance policies.
* Provided daily work allocations for the entire department.
* Created SSR for system and procedure issues.
* Created department procedures for various banks.
* Worked with other departments in creating and correcting procedures.
* Provided training to new processors in the department and other leads.
* Acted as point person and subject matter expert.
* Mailed bank correspondence.
* Made outbound calls to agents and carriers for hazard insurance policies.
* Solved problems by researching and analyzing on hazard insurance policies.

3/03 to 1/04 **Exception Processing Processor, Safeco/ Assurant, Tustin, CA**

* Made outbound calls to agents and carriers.
* Updated and paid escrow and non-escrow loans with hazard insurance policies.
* Solved problems by researching and analyzing insured loans.
* Provided training and coaching for processors in the department.

3/02 to 3/03 **Electronic Billing Processor/EDI, Safeco/ Assurant, Santa Ana, CA**

* Updated and paid non-escrow and escrow accounts for various banking institutions.
* Made outbound calls to carriers and agents for hazard insurance policies.

1/00 to 3/02 **Open Items Processor, ACE/Safeco/Assurant, Irvine, CA**

* Made outbound calls to carriers and agents for insurance policy information.
* Updated and paid escrow and non-escrow loans.
* Trained new staff.
* Created training material.

3/97 to 1/00 **Processing Clerk, Insureco/Assurant, Orange, CA**

* Processed Exception Processing report for electronic billing carriers.
* Processed Hazsales, Hazvacant and Foreclosure tasks.
* Maintained filing systems.
* Performed data entry on Hazard insurance policies in the Alltel/Fidelity system.

Resume of **Jacqueline Valle**

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**EDUCATION:**

Applied Computer Office Administration, Summit Career College

General Education, Santa Ana College

Business Office Skills Certificate, Central County ROP

Advanced Business Internship Certificate, Central County ROP

Diploma, Maria Inmaculada High School, San Salvador, El Salvador, CA

**CERTIFICATE AND AWARDS:**

Academic Excellence in Access, Quickbooks, Excel, Word and PowerPoint

Perfect Attendance Honor Roll

Outstanding Project in Word