

Roxanne Boardman
53586

10974 County Rd O, Shullsburg, WI

(608) 482 - 3859

Education: Broadfield Science Major with an emphasis in Biology and Environmental Science at University of Wisconsin-Platteville
Major GPA:4.000 Overall GPA: 3.878

Honors and Activities: Chancellors List at UW-Platteville Spring 2009; Deans List at UW-Platteville Fall 2009 through Fall 2010; Salutatorian of Shullsburg High School Class of 1990, Collegiate National Forensics Award Winner, Girl Scout Leader - Junior Troop 292, Volunteer EMT - B

Experience: Zenger Miller Managerial Class Excel Microsoft Word
Medical Terminology Physics Chemistry
Zoology Biology EMT - Basic
Forensics

Selected Work Experience:

2007 - Present American National Insurance Company Benton, WI
Office Manager
Manage day - to day operations, internal and external customer service, process insurance quotes, bookkeeping, scanning in personal documents, and handling sensitive information.

1996 - 2005: Cottingham & Butler/SISCO Dubuque, IA
Unit Operations Manager of Ancillary Claims Unit, Enrollment Department, and Data Entry/Mail Center

Supervise and maintain staffing of 33 individuals, process annual performance reviews, maintain quality assurance, direct work flow, monitor standards and ensure accuracy in the departments. Managed the prescription drug program for clients, including customer service, paying claims, running reports, maintaining a checks and balances system, and trouble- shooting service issues. Oversee the daily operations in each department, maintain turnaround times, and staffing suitable to each division. Administer interviews, performance reviews, approve Unit budgets, and staff timecards. Continue to maintain excellent customer and client service.

Promoted from: SISCO Project Specialist, Supervisor of Data Entry/Mail Center Department, Repricing Specialist, Disability Claims Rep, Dental Claims Rep, and Prescription Drug Payment Processor

1995 - 1996 Memorial Hospital of Iowa County Dodgeville, WI
Health Information Management Technician
Managed bed counts, completed Birth Certificate paperwork and documents, coded hospital stays, updated medical records, requested physician signatures on orders

Other Coursework and Activities:

HIAA - Disability 1
President of the Forensics Club and Pi Kappa Delta Member
Pi Kappa Delta (Forensics Fraternity) National Award Winner
Forensics Judge and Coach for High School Competition
Volunteer EMT - B for Hazel Green Rescue Squad