

Jennifer Adamo

Work Experience

Supervisor, Customer Service and Medical Reports

One Call Medical - Parsippany, NJ

1999 to 2001

- Maintained top thirty accounts, increased referrals (sales).
- Developed customer relationships through constant follow-ups and customer support.
- Ensured account expectations were met across customer service, sales, and other departments.
- Developed company complaint procedures for staff.
- Addressed complaints in an effective and efficient manner.
- Conducted regular staff meetings to keep communications open between critical departments.
- Produced monthly reports for individual accounts and sales.

Supervisor Medical Reports

One Call Medical - Parsippany, NJ

1996 to 1999

- Managed Medical Reports Department, overseeing staff and working directly with payers and doctor offices.
- Demonstrated background and competency needed in a high-volume contact center.
- Built and fostered business relationships with clients by providing prompt and accurate service.
- Established goals for the department.
- Elicited feedback on problems, resulting in procedural changes to increase workflow.
- Recruited and trained departmental staff to ensure the highest standards of professional excellence.
- Rolled out a new computer program for the Medical Reports Department.

Education

Bachelor of Science in Business Management

William Paterson University - Wayne, NJ

1992 to 1995

(HC) 24

ASHLIE R. FAUTZ

CERTIFICATION

Certificate of Eligibility with Advanced Standing, Secondary English (Grades 9-12)

TEACHER CERTIFICATION, POST-BACCALAUREATE | CALDWELL UNIVERSITY Graduation: May 2022

B.A. ENGLISH LITERATURE with RELIGIOUS STUDIES MINOR | DREW UNIVERSITY

College of Liberal Arts and Sciences – 3.8 GPA Graduation: May 2012

- Graduated *summa cum laude*
- Member of Phi Beta Kappa, the National Honor Society
- Member of Sigma Tau Delta, the English Honor Society

TEACHING EXPERIENCE

Clinical Intern | Springfield School District, Jonathan Dayton High School, Grades 10 and 11 Spring 2022

- Designed, planned, and implemented differentiated instructional strategies and assessments to engage learners of all types and backgrounds in becoming better readers, writers, and interpreters of literature
- Utilized an online management system and collaborative learning platform, OnCourse, and incorporated other technology into the curriculum to enhance student engagement and improve communication
- Fostered an inclusive and welcoming classroom environment and met with students to provide one-on-one assistance during free and planning periods

PRACTICUM EXPERIENCE

235+ hours | Summit School District/Mendham School District/Westfield School District, Fall 2020-Spring 2021
Grades 9-12

- Taught in a special program designed for students with average to above-average academic ability who struggle in a traditional school setting due to various academic, social, and emotional factors
- Planned and implemented developmentally appropriate and differentiated lessons in a variety of classes and settings, both virtually and in-person
- Utilized and incorporated a variety of web-based platforms, including Google Classroom, Google Jam Board, Google Docs, and Padlet to incorporate technology and enhance student engagement and collaboration

WORK HISTORY

Crew Member | Trader Joe's (Westfield, NJ) Aug. 2013-Dec. 2021

- Lead, managed, streamlined store operations, and inspired and mentored a team toward a common goal as a store manager in training
- Merchandised products, managed inventory, and wrote daily orders according to weekly sales statistics, as a store section leader
- Generated grocery sales and increased revenue through product knowledge, proper rotation, and stocking
- Created a positive customer service experience by engaging and assisting patrons

Store Manager | Pink Jewels Boutique (Livingston, NJ) Jan. 2016-March 2018

- Lead and trained store employees to increase sales and create new business
- Tracked daily, weekly, and monthly performance measurements against assigned goals and expectations
- Opened and closed store daily
- Managed customer and employee relationships, and resolved customer service issues
- Merchandised showcase weekly to keep store looking fresh and current
- Processed purchase transactions and reconciled register daily

COMPETENCIES

Teaching, Leadership and Collaboration, Problem Resolution and Troubleshooting, Management, Proficiency in Microsoft Suites

HOBBIES AND INTERESTS

Writing, Reading, Cooking, Hiking, Playing Piano

Yuri Missenheim



Contact



Certification

Adult, Child and Infant First Aid/CPR/AED Certifie

New Jersey Youth Soccer Coaching State Certificate

Dedicated professional with experience in one on one support as well as assisting teachers with classroom activities. Knowledgeable in school safety, learning processes and individualized expression.

Work History

2016-06 -
Current

Junior Accountant

Neuschatz, Neuschatz, Herman, & Hanke, Ridgewood, NJ

- Prepared and filed tax returns for more than 1,000 clients using tax software.
- Assisted with preparation of monthly financial statements.
- Reviewed financial documents to verify accounting data and mathematical accuracy.
- Interacted with vendors, upper management and peers.

2018-12 -
2019-11

Special Education Aide

Jefferson Township School District, Jefferson, NJ

- Documented student behaviors, interventions and outcomes to enable lead teacher to address pertinent issues.
- Delivered personalized educational, behavioral and emotional support to individual students to enable positive learning outcomes.
- Implemented behavior redirection methods to address problematic issues.
- Played essential role in delivering individualized services and supporting instruction.
- Oversaw class of students in absence of instructor.

2015-06 -
2019-08

Summer Camp Teacher

Bergen County Community College, Paramus, NJ

- Collaborated with other camp counselors to design fun and enriching learning activities for campers.
- Worked with children of varying age, interest, skill and developmental levels.
- Implemented recreational activities to promote campers' physical health and encourage teamwork skills development.

Education

2017-09 -
2021-12

Bachelor of Science: Finance

Southern New Hampshire University - Hooksett, NH

- Graduated Cum Laude

2010-08 -
2012-01

No Degree: Undeclared

Centenary University - Hackettstown, NJ

- Hired as a Resident Assistant
- Awarded All-Academic Team (Soccer)
- Dean's List