May 31, 2018

Creighton Manning Engineering, LLP  
2 Winners Circle, Suite 201  
Albany, NY 12205  
Attn: Human Resources, Dawna Morrill

Employment Position: Accounting Clerk (Part-time)

Dear Ms. Morrill,

Please find my resume in application for the accounting clerk position posted on the careers page of your website. As a returning student, after many years in the professional workforce, I have just graduated with honors from SUNY, SCCC with a degree in business administration and seeking a permanent part-time position to allow me to pursue personal interests and additional learning.

My achievement included financial accounting coursework that prompted my interest in the field and I am confident the knowledge I’ve gained, complimented by my administrative support and customer service experience, will make me the right candidate for this position. I am comfortable assisting managers and executives, have worked with several management systems for data entry, invoice generation, and expense reconciliation, have excellent written and verbal communication skills, and proud of the successful business relationships I’ve established in each position I’ve held.

I am confident my skills and expertise would be an asset to Creighton Manning Engineering and would appreciate an opportunity to discuss my qualifications further. You may reach me at either 518-221-5928 or darlene.degonza@gmail.com. I look forward to hearing from you.

Sincerely,

Darlene DeGonza

**DARLENE M. DEGONZA** 1080 St. Jude Dr., Schenectady, NY 12303

E-mail: darlenedegonza@gmail.com

Phone: (518) 221-5928

**QUALIFICATIONS SUMMARY**

Highly skilled and confident professional who excels in providing superior customer service and establishing solid business relationships. My professional work experience has provided me with effective communication and organizational skills whether working independently or in a team environment. In addition to being detail oriented, resourceful, and efficient with multiple tasks, I am a recent graduate with an A.A.S. degree in Business Administration.

**PROFESSIONAL EXPERIENCE**

**Administrative Assistant,** NYS Dept. Of Health/Office of Health Ins. Programs/Div. of Operations & Systems

NEW YORK STATE TECHNOLOGY ENTERPRISE CORP. (NYSTEC) 2014 – 2018

SUPERIOR TALENT RESOURCES / NYSTEC, Albany, NY 2011 – 2014

RESEARCH FOUNDATION SUNY BUFFALO, Albany, NY 2010 – 2011

* Administrative Assistant to CIO and Deputy CIO;
* Office liaison for NYS agencies, commissioners, bureau directors, administrative assistants and vendors;
* Transmittal preparation on behalf of DOH and its fiscal agents, formalizing communications in support of contractual structure for claims processing and related system issues;
* Process expense reports in Oracle based State Financial System;
* Assist supervisors, team leads, and QA contractors with executive office business needs;
* Responsible for maintaining filing system, tracking system, organizational charts, and distribution lists;
* Proofreading communications for executive, legal and medical correspondence;
* Responsible for purchasing and office inventory;
* Coordinate logistics and schedules for meetings, travel, and trainings;
* Ensure office efficiency and operational effectiveness.

**Auditor II,** NYS Dept. Of Health/Office of Health Ins. Programs2007 – 2009

RESEARCH FOUNDATION SUNY BUFFALO, Albany, NY

* Analyzed Medicaid case records verifying program eligibility was adhered to in accordance with Federal and State standards;
* Managed assigned case load, identified and compiled corrective action data, data entry of review findings;
* Assisted with creation of eligibility review tools;
* Assisted NYSDOH auditors with NYS Child Health Plus managed care plan audits as well as participation in policy audits within NYS Department of Social Services offices;
* Independent research of NYS Medicaid policy and procedures.

**Assistant Manager,** Property & Casualty Department 2004 – 2007

JAEGER & FLYNN ASSOCIATES, INC., Clifton Park, NY

* Commercial lines underwriting and account management;
* Trained staff in software applications, database and on-line rating systems;
* Participated in monthly strategy meetings for new business and renewal retention;
* Eligibility and risk analysis; processed applications using on-line rating systems;
* Data entry, policy review - accuracy of submission vs. policy issuance;
* Provided superior customer service for client retention – billing invoice errors and discrepancies, coverage explanations, claim submission, and correcting NYS workers compensation and statutory disability compliance issues.

**Commercial Lines Account Manager,** Property & Casualty Department 2001 - 2004

CAPITAL BAUER INSURANCE AGENCY, INC., Albany, NY

* Commercial lines account management;
* Collaborated with company representatives on pricing and coverage issues;
* Assisted in documenting departmental processes and procedures;
* Managed surety contracts and worked with several regional and national surety companies;
* Reviewed bid documents, contracts, and financial statements;
* Prepared bid, payment, performance and permit bonds as well as consents for final payment.

**Surety Technician**

CNA SURETY, Albany, NY 2000 - 2001

* Provided key technical support to manager, 2 underwriters, home office and numerous agents throughout NYS;
* Maintained file documentation for contract and commercial surety accounts;
* Obtained required court documentation for probate bond closure;
* Assisted agents and home office with billing errors and discrepancies.

**Claims and Surety Representative,** Property & Casualty Department 1987 - 2000

J.B. RAILA INSURANCE AGENCY, INC., Albany, NY

* Managed surety contracts and worked with several regional and national surety companies;
* Reviewed bid documents, contracts, and financial statements;
* Prepared bid, payment, performance and permit bonds as well as consents for final payment;
* Scheduled and participated in annual account reviews with client and surety companies;
* Claims management for personal and commercial clients – data entry, initial claim report through settlement;
* Daily contact with several national and regional insurance carriers, body shops, appraisers and attorneys;
* Worked independently and assisted other departments with work overflow and vacation coverage.

**LICENSING**

NYS Notary

NYS Driver’s License

**COMPUTER SKILLS**

Proficient in Microsoft Office - Word, Excel, PowerPoint, ​Outlook, and Access

Adobe-Pro

Oracle Financial System

Lotus Notes

Applied Management Systems

**EDUCATION** May 2018

SUNY, Schenectady County Community College

A.A.S. Business Administration

GPA 3.66