**Michele Yarborough**

Wake Forest, NC 27587

(919) 937-5841

Dear Recruiter:

Please consider me for a position with your company to provide experience in software and operations management.

You will see listed on the enclosed resume, my background in team management and implementing program and community services are extensive. I have also been engaged in software renewals and contract management and have a great knowledge of the process and systems involved. I am analytical and constantly seeking to explore my creative capabilities. I also have years of administrative and customer service experience which has given me the opportunity to develop good customer relations and communication skills and has driven me to seek ways to satisfy if necessary. My previous experience has taught me how hard work, dedication and perseverance can help when completing a task or project, while my studies in Management have seasoned me to contribute to the development and organization in an operations management experience.

As your employee, I will welcome hard work, be willing to learn new skills, be mindful of details and remember how important it is to work as a team. I pride myself on my dependability as well as my ability to work well with others. I am convinced that I am qualified to satisfy the responsibilities that may be involved with gaining experience in the field.

I would appreciate an opportunity to work on this team. I have attached a copy of resume'. Please contact me if you, too, feel that my services can be beneficial in the company's perpetuation. Please call me at 919-937-5841 to arrange an interview at your convenience. Thank you in advance for your time and consideration.

Sincerely,

Michele L. Yarborough

Michele Yarborough

(919-937-5841) – Wake Forest, NC - Michele.Yarborough@gmail.com

**Qualifications Summary**

* Results oriented Team Leader with expertise in invoicing, document control and financial reporting. Detail oriented with strengths in project and time management.
* Talent for identifying customer needs and presenting appropriate company products and service offerings. Expertise in resolving escalated customer service ratings.
* Track record of assisting in the design and implementation of reporting procedures that reduce labor costs and improve customer satisfaction ratings.
* Proficient in Microsoft Office Suite

**Employment History and Experience**

* Experis at Cisco, Escalations and Operations Analyst, (9/2018-Present)
	+ Team Lead; Educate team as well as review and manage Flex Plan post order transactions and license usage for partners and customers. Obtain legal compliance requirements and manage Smartsheet data of all pending actions. Provide additional licenses if necessary. Work closely with GLO to assist Flex Plan Customer teams. Lead and manage IT professionals; recruit, build and maintain relationships with IT professionals and team for the opportunity for the candidates and the clients.
* Ray Allen, Inc. at Cisco, Customer Engagement Analyst, (2017-9/2018)
	+ Support the annuity business by researching, validating and reconciliation of annuity opportunities, install base reports, product sales histories and licensing records, for, and in partnership with, designated sales teams, partners or customers. Lead analyst for SWSS Renewals and Quoting Support, enabling team functionality, including recruiting and training team. Management of Cisco Install Base information driving towards data accuracy, sales opportunity, quoting and ordering operational support for Software Annuity business while striving for an efficient and effective Cisco experience.
* Sellbytel at Cisco, SWSS Renewals Specialist (2017)
	+ Support the annuity business by researching, validating and reconciling annuity opportunities, install base reports, product sales histories and licensing records, for, and in partnership with, designated sales teams, partners or customers.
* Biologics, Inc., Benefits Specialist (2016-2017)
	+ Verify patient benefits and secondary insurance; successfully adjudicate claims in a timely manner; communicate with providers and customers regarding prescription; schedule shipments; resolve claims rejections; Researching compensation and benefits policies and plans; ensuring compensation and benefits plans are cost-effective and competitive.
* Valueoptions, Inc., Intake Specialist-Team Lead, Morrisville, NC (2007-2012)
	+ Manage team of five, to research information submitted for review in appeals. Determine eligibility based on that information and submit it to an Officer for a Hearing/Mediation. Evaluate Mental/Behavioral health services by agencies in 95% of NC. Create administrative documents shared by Value Options and government agencies; take initiative to complete various tasks. Control schedule of cross functioning team as a whole.

**Education**

* BA Psychology, North Carolina A&T State University, Greensboro, NC    (2000-2004)
* Master of Business Administration, Strayer University, Raleigh, NC (2012-2015)
* Master’s Certification in Peace and Conflict Studies, University of North Carolina at Greensboro (2019)

**References**

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Donna Doughty

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919-392-2508