

**ELISE MARIE JONES**  
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## **SUMMARY**

I am a Professional seeking a work environment, that allows for advancement. My commitment is to deliver exceptional service. I am solution oriented, and offer effective communication, problem solving, independence, and autonomy. I am excited to begin a new challenge with a successful Charitable Organization.

## **SKILLS**

- Customer Service and Teamwork
- Great Organizational skills
- Computer skills and adapts to Computer Applications
- Efficient in learning Policies and Products
- MS Office knowledge
- Remote Work
- Telephone etiquette
- Adheres to Safe work practices
- Knowledge of Telephone etiquette
- Data input
- Maintains confidentiality

## **EDUCATION AND TRAINING**

**\*Master's Degree: Public Administration, /Government and Policy Grand Canyon University GPA: 4.0**

**\*Bachelor of Science: Social Science Psychology Michigan State University GPA: 2.8**

**\*Associate: Applied Science Criminal Justice Oakland Community College GPA: 3.71, Magna Cum Laude**

**\*Paralegal Certificate-Lawton Paralegal/Legal Assistant Valedictorian GPA: 4.0, -Alpha Beta Kappa**

## **EXPERIENCE**

### **Senture REMOTE-**

**\*Maryland State Department of Education (contract via Deloitte-Current-2023-2024) and**

**\*(Contract via Healthcare Advocate)-Customer Service Representative-2022-Healthcare and Claims.**

- Contract with Deloitte-Customer Service-The Childcare Scholarship (CCS) (formerly known as Childcare Subsidy) I assisted with helping eligible families, in Maryland, to apply for scholarships. The program is managed through a centralized vendor -- Child Care Scholarship Central.
- Contract with Healthcare Advocate- Customer Service related to Health Care and Advocacy.

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**Covid Investigator / Tracer /Maxim Health-Kent County Health Department**

Grand Rapids, MI

2020-2022

- Called contacts of newly diagnosed cases.
- Communicated with contacts, in a professional and empathetic manner.
- Collected and recorded Covid information, in the data base system, with accuracy
- Provided contacts with approved information about isolation and quarantine procedures
- Communicated testing, according to protocol and/or to a COVID.
- Provided Resources for families.
- Educated clients about the importance of isolation protocol.
- Completed Computer data entry.

**Orchards Children Service, Sterling Heights MI 48095**

2019

- FTBS Pathways and Foster Care Visitation Coach.
- Completed Pre and Post assessments.
- Attended Family Team Meetings and Foster Care visits.
- Coaching parents.
- Assisted Families in developing parenting skills.
- Helped families to achieve reunification goals.
- Empowered family in growth and parental development.
- Completed paperwork in a timely manner.
- Communicated with various disciplinary teams as needed.

**Retail Store Associate / Macys - Sterling Heights, MI**

2011-2017 Seasonal

- Responded to customer inquiries and delivered appropriate information after carefully researching issues.
- Processed credit card payments and counted back change and currency with [one hundred] % accuracy rate.
- Cultivated sales relationships with clients through active engagement and issue resolutions.
- 586-271-1181
- Connected with customers daily to understand customer needs.
- Collected feedback to optimize operations.

- Checked inventory system to locate items at other stores.
- Assisted in improving sales rates.
- Customer Interface - Greeted customers upon entrance and managed cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions, and orders.
- Sales - Consistently generated additional revenue through skilled sales techniques.
- Customer Service - Researched, calmed, and rapidly resolved client conflicts to prevent loss of key accounts.
- Capitalized on opportunities to enhance customer experiences and bring in repeat business.

### **Sunrise Assisted Living, West Bloomfield, MI 48323**

2010-2012

- Built meaningful relationships, with a specified number of seniors and their families.
- Helped with activities of daily living.
- Addressed individual care needs, and preferences.
- Notified management of changes in conditions.
- Recommended adjustments levels of care and service.
- Assisted residents in life skills and other life enriching activities.
- Collaborated with teams, to ensure community compliance with OSHA. Requirements.
- Adhered to safety rules and regulations.
- Responded needs of residents and guests.
- Maintained Sunrise hospitality and service standards.
- Successfully served residents and guests on an ongoing basis.

### **Joumana B Kayrouz, Southfield, MI Personal Injury Law Firm**

2007-2009 Temp

- Processed claims and followed legal protocol and investigated claims.
- Analyzed and compiled data for accurate claim processing.
- Assisted in preparing detailed written analysis and facts for claims.
- Assessed needs of claims (including consultative examinations) based on understanding of policy, medical and vocational program standards, and consulted medical teams other support resources prudently and in keeping with office procedure and case demands.

### **Intake Social Worker / New Center Community Mental Health - Detroit, MI**

2006-2007

- Retrieved and recovered loss revenue
- Analyzed information from interviews, educational, and medical records.
- Consulted with other professionals.
- Completed diagnostic evaluations.

- Assessed clients' abilities, needs, and eligibility for services.
- Conducted interviews with applicants, explaining benefits process and which programs were available
- Reviewed criteria for different aid programs to determine eligibility for various applicants
- Performed careful reviews of applicant data to ascertain compliance with eligibility criteria for economic assistance.
- Analyzed information from interviews, educational, and medical records, consultation with other professionals, and diagnostic evaluations to assess clients' abilities, needs, and eligibility for services
- Conversated with people from diverse cultures daily, providing prominent level of respect and patience with each interaction.
- Inputted with applicants into computer database system.
- Worked closely with multi-disciplinary-team members to deliver project requirements.
- Implemented solutions and met deadlines.
- Improved customer satisfaction by finding creative solutions to problems.

### **HNRC, -Detroit, MI 48235 Building Charge Manager/Supervisor**

2004-2005

- Maintained customer and employee relations, conducted orientations, and trained employees.
- Successfully mediated employee conflict resolution sessions in a diplomatic, solutions-focused manner.
- Designed and implemented innovative morale building program.
- Conducted risk assessments.
- Proactively managed fifteen team members, with accountability for training/cross-training, performing annual performance reviews, conducting weekly employee meetings, and diplomatically implementing disciplinary actions.
- Proficiently engaged with team, assessed, mentored, and built team morale.
- Conducted audits.
- Organized and facilitated meetings.  
Spearheaded audit reviewed preparedness initiatives vital to ensuring JCAHO compliancy.

### **Leadership Experience and Community**

White House Certificate of Appreciation for Excellent Customer Service  
 Inspirational Speaker Lawton School Paralegal Graduation Charles Wright Museum  
 Phi Theta Kappa-President- Helped Chapter achieve FIVE STAR Status (Honors Project-School Shootings) and Conducted Surveys  
 Relay for Life-American Heart Association-fundraiser participant and organizer  
 Senior Class Council- MSU Student Activities Co-Chair Senior Reception  
 Student Intern-Procurement and Personnel Office State of Michigan