

Work Address:
Labor & Industries
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Dawn L. Coffinberry

OBJECTIVE: To obtain a position where my knowledge, skills and abilities can be utilized effectively.

EDUCATION:

University of Phoenix March 2006 – May 2009 MBA in Public Administration/Human Resources	University of Phoenix Sept. 2002 - March 2006 Bachelor of Science in Business Administration	South Puget Sound Community College Sept. 1994 - 1997 ATA in Office Adm., Certificates: Clerical/Receptionist, Office Assistant, Word Processing Specialist
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QUALIFICATIONS:

- Over nine years of state government experience;
- Three of those years experience in customer service;
 - Seven of those years word processing/bill processing, data entry:
- Proficient in the use and operation of the necessary office equipment and software;
- PC Computer, Multi-line telephone, Copy Machine, Cash Register, Fax Machine, Scanner, Transcription Machine, Desktop Calculators, Paper Cutting Board and a Variety of Printers
 - Word, WordPerfect, Works for Windows, Excel, Access, Power Point, Page Maker, the Internet, the Intranet, Windows XP, Abode Acrobat, Outlook Express, Liniis and MIPS(L&I uses), and Aladdin (Human Rights Com. uses)
- Knowledge of administrative and managerial protocol;
- Working with a team, time management, organizational behavior, critical thinking, project management, marketing, e-business, economics for business, transformational leadership, managerial decision making, enterprise risk, strategic implementation and alignment, strategic planning, strategies for competitive advantage, resource optimization, business law, problem solving and decision outcomes, human resources, maximizing shareholder wealth, compliance monitoring, accounting and methods of conflict resolution, etc.
- Effective communication skills;
- Performing complex word processing tasks such as explaining the agencies resources, services and laws pertaining to workers compensation, merging and sorting, intergrading text with graphics, spreadsheet, and database files, uploading/downloading, scheduling meetings, and creating footnotes and outlines. Formatting and editing office correspondence; routine claim and adjustment letters, persuasive requests, bad-news messages, personnel messages, credit letters, collection letters, refusal letters, simple memos, sales letters, agendas, minutes and itineraries. Also creating reports and manuscripts, newsletters and post cards, human relationships and business communication skills
 - Sorting and alphabetizing records, filing, machine transcription, dealing with incoming and outgoing mail, organizing meetings and conferences, making travel arrangements, scheduling, making appointments and receiving visitors as well as taking calls.
- Data entry
- Key over 41 wpm, using the Right-Hand Dvorak keyboard; and
 - Dictate 135 wpm, using the Dragon Naturally Speaking

LEADERSHIP

SKILLS:

- Five years in the Children's Ministry
- Managed 50 children
 - creating a syllabus for the children
 - lead in song and
 - Taught a 5th grade class
- Five years as the safety committee chairman
- Scheduled the meeting,
 - created the agendas,
 - Lead the meetings,
 - Took the minutes in dispersed the minutes, as well as
 - Made decisions
- Six years as a member on the disability awareness committee;
- Created fliers,
 - Prepared and disseminated meeting agendas,
 - Took minutes and
 - Managed a table (teaching on disability issues and doing hands on activities, even making the paper August 5, 2009 <http://www.theolympian.com/southsound/story/531703.html>).
 - Spoke for a counseling class at St. Martin's College, speaking on disabilities
 - Teaching and speaking to elementary and middle school children about disability issues

EXPERIENCE:

Dept. of L&I
Support Services
Office Assistant 2
04/2005 – Present

Performs data entry of medical bills using Dragon (a voice-activated dictation software), the Dvorak keyboard (for the Right-hand), as well as, using Organized Information Online (ORION) for viewing, accessing various files in the Medical Information Payment Systems (MIPS), Medical Payment Online Services (MPOS), and Labor and Industries Industrial Insurance System (LINIIS). I also, establish and revise the database files for practitioner, pharmacy, claimant travel, vocational, inpatient, outpatient, home nursing, retraining, compound drugs, dental, adjustments/deductions and miscellaneous bill types. Responsible for processing incoming bill forms and correspondence from medical providers and injured workers for state fund industrial insurance claims, using LINIIS to look up information about the complex problem bills and use that information to edit bill forms, as well as, reviewing bill forms for compliance with billing rules. Lastly, operates Cannon PC reader-printers to reproduce hard copies of medical bills, provider's remittance advices, claimant history profiles and firm statement of awards from microfilm and microfiche files.

Human Rights Commission
Customer Service Rep. I
08/2004 – 11/2004

Operated multi-line switchboard. Directed calls/inquiries to the appropriate personnel. Determined if calls related to discrimination in the workplace; if so, logged information into in-take system and scheduled time for intake officer to return the call. Received, sorted and logged all in-coming mail and faxes and distributed to appropriate personnel. Responsible for creating and maintaining all files. Drafted correspondence and mailed accordingly. Exercised signature authority for the intake personnel as well as the investigators.

Dept. of L&I
Self-Insurance section
Office Assistant
08/1999 – 08/2004

Acted as department receptionist. Operated multi-line switchboard and directed calls/inquiries to the appropriate personnel. Directed claim inquiries to appropriate adjudicator. Processed all fiscal documents, i.e., vouchers, purchase requests and invoices. Received, sorted and distributed all incoming mail and distributed to appropriate personnel. Reviewed claims for accuracy and completeness and entered data into system database. Maintained department office supplies and equipment. In charge of the coffee fund, collecting dues from members, keeping inventory and maintained the books. Served as Safety Chairperson for department safety committee, scheduling and leading the meetings, as well as taking the minutes.

References upon Request