

# Jada Dudley

## Contact

6231 Stapleton Rd  
Macon, GA  
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## Education

University of West Georgia  
Carrollton, GA  
(Coursework towards  
BFA in Art Education)  
May 2014-Decmeber 2021

Southwest High School  
Macon, GA  
Diploma- General Studies  
Obtained May 2014

## Skills

Engaging Employees  
Typing  
Relationship Building  
Analytical and Critical thinking  
Communication (Oral, Written)  
Customer Relations and Service  
Benefits Explanation  
Employee Benefits Laws  
New Employee Enrollments  
Vendor Relations  
Documentation & Reporting  
ADP Workforce Now  
MS Office (Word, Excel, Power Point,  
SharePoint, Outlook, Teams)  
Cash Handling  
Call Handling (NICE CX, MiTel, TalkDesk,  
ZenDesk)  
Multitask/ Prioritize Projects

## Objective

Goal-oriented and motivated Human Resources Administration Assistant experience with employee welfare and benefits programs. With over 5 years of customer service engagement, working in fast-paced, high-pressure environments, ability to prioritize multiple tasks, providing excellent customer service to employees and company internal and external partners.

## Experience

OCTOBER 2023- FEBURARY 2024

**HR Benefits Administrator** | Verida, Inc. | Villa Rica, Georgia

- Administer employee benefit programs to 500+ employees, including health insurance, dental and vision plans, retirement plans, life insurance, disability insurance, and other related benefits.
- Serve as the primary point of contact for new and existing employees with inquiries and provide guidance on benefit options, eligibility requirements, coverage details, and Worker's Comp claims procedures.
- Coordinate open enrollment periods, including organizing informational sessions, distributing materials, and assisting employees with plan selections
- Respond to benefits question from company employee via email and telephone.
- Facilitate the onboarding process for newly acquired employees, ensuring a smooth transition into the company.
- Manage employee benefits files, maintain group benefits data base and update employee pay profiles records to ensure eligibility.
- Perform annual audits, including collecting and organizing data for actuarial assessments
- Assist Director of HR Benefits and Wellness with FMLA, ADA, and company leave requests paperwork by tracking, investigating, updating, and closing cases within the Leave Administration system (New York Life)
- Maintained confidential company records and office files, and assisted HR department to administer employee welfare plans.
- Processes all ACA (Affordable Care Act) related offers of medical coverage; update employees upon coverage termination
- Perform daily clerical duties including but not limited to, faxing, filing, scanning, copying, and uploading documents, mail distribution within Human Resources Department, ordering supplies, lunches/dinners, flower deliveries, planning wellness events, receiving vendor invoices

- Provide administrative support to Human Resources Department including organizing documents, maintaining records, and assisting with events and department projects.

MARCH 2021- OCTOBER 2023

**Quality Assurance Specialist** | Verida, Inc. | Villa Rica, Georgia

- Responsible for receiving, investigating, compiling, and reporting service complaints and in assisting the Director of Quality Assurance and Utilization Review in all aspects of internal quality control, provider quality assessment and improvement, and complaint/grievance management and resolution enforcement of quality improvement policies and procedures.
- Maintain a positive working relationship with non-emergency transportation providers.
- Assure appropriate and timely follow up and reporting for all complaints or grievances to Georgia Department of Community Health.
- Ensure all providers are performing according to Verida's standards
- Conduct periodic surveys to assess consumer satisfaction and service quality
- Prepare monthly and/or quarterly quality assessment reports for state agency
- Recommend policies and procedures as required to improve service quality
- Participate in new transportation provider and new employee orientations to ensure company quality and meeting contractual quality assurance standards
- First point of contact when QA Manager is unavailable
- Active participant on Quality Management Committee, as required
- Responsible but not limited to performing customer service duties involving scheduling, modifying, canceling member transportation appointments, inbound/outbound calling, emailing, e-faxing, member profile notating and record keeping.

FEB 2020- MARCH 2021

**Customer Service Representative** | Verida, Inc. | Villa Rica, GA

- Handling 50+ inbound calls while effectively maintaining call adherence of 95%, daily.
- Accurately documenting, scheduling and submitting member's non-emergency transportation requests for transport assigning.
- Confirm and/or update our customer's contact information.
- Communicate transport updates and statuses to members and providers upon changes to scheduling.
- Handle difficult or sensitive customer situations in a professional manner.

- Maintaining a caring and courteous manner while assisting Medicaid/Well-Care/Medicare Insurance Members with transportation.
- Refer unresolved customer grievances to designated department for further investigation and resolution
- Dual monitor and call handling to extract necessary information from multiple Government Insurance systems
- Review and educate members on our services and their insurance coverage.
- Keep records of customer interactions, process customer accounts and file documents within Verida NET InSight® transportation management system.
- Follow scripted communication procedures, guidelines and policies.

MAY 2019-FEB 2020

**Guest Advocate** | Target | Carrollton, GA

- Demonstrate a service culture that prioritizes the guest service experience by delivering the service standard
- Create a welcoming experience by authentically greeting all guests
- Observe to quickly understand whether a guest needs assistance or wants to interact. Follow body language and verbal clues to tailor your approach
- Engage with guests in a genuine way, which includes asking questions to better understand their specific needs
- Be knowledgeable about the tools, products, and services available in the total store, and specific to your area, to solve issues for the guest and improve their experience
- Scan and bag all guest items efficiently, neatly and in compliance with food safety standards and company best practices
- Speak to the benefits of the Target RedCard with every guest and assist them through the application process
- Attempt every return and follow register prompts, be empowered to make it right for the guest while following Targets policies and procedures
- Deliver easy and seamless service to all Order Pick Up, Drive Up, and Registry guests
- Maintain a clean, clutter free work area (including gathering abandoned items, baskets, and hangers)
- All other duties based on business needs

## References

Tamika Sanders  
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