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ANGELA SURPRENANT

Customer Service/Administrative/Office Management

PROFESSIONAL SUMMARY

Motivated individual with over 25 years of extensive expertise in document management, client services, and process improvement. I demonstrate exceptional skills in team collaboration and communication, optimizing outcomes and enhancing efficiency in diverse environments. Committed to leveraging office administration, customer/client service, sales and negotiation skills to contribute to a dynamic workplace setting.

EMPLOYMENT HISTORY

ARBITRATION PREP/CLIENT SERVICES

Mar 2018 - Aug 2024

Hiday and Ricke, PA

Jacksonville, FL

- Worked with attorneys to prepare car accident summaries and claims for arbitration.
- Received favorable outcome for 90% of cases.
- Assisted with client services.
- Collaborated effectively in arbitration prep, enhancing team efficiency and ensuring timely case resolutions through precise document management.
- Worked closely with legal teams in streamlining processes and supporting seamless case management.

NEGOTIATOR

2009 - Dec 2017

Emergency Debt Relief

Jacksonville, FL

- ♦ Negotiated with creditors to reduce client debts, achieving significant financial relief and empowering clients to regain control of their finances.
- ♦ Developed tailored repayment plans, leading to measurable improvements in client satisfaction and successful debt resolution rates.
- ♦ Partnered with financial advisors to create comprehensive support strategies, enhancing client engagement and fostering long-term financial stability.
- ♦ Evaluated client financial situations to identify optimal negotiation strategies, resulting in noticeable gains in debt reduction outcomes.
- ♦ Provided empathetic guidance throughout the negotiation process, building trust and ensuring clients felt supported during challenging times.

PATIENT COUNSELOR

Feb 2002 - Jul 2009

Laser Vision Institute

Tampa, FL

- Served as a patient sales and educator for laser eye surgery.
- Performed face to face counseling in addition to addressing phone and email inquiries.
- Streamlined communication between patients, providers, and insurance companies for a seamless experience.
- Counseled patients on LASIK procedures, enhancing understanding and satisfaction, while optimizing consultation processes for improved patient outcomes.
- Effectively managed patient inquiries and scheduling, leading to increased appointment bookings and enhanced clinic efficiency.

EDUCATION

DIPLOMA

Gaither High School

May 1998

Tampa, FL

COURSES

INTEGRAL SOUND HEALING CERTIFICATION

Sound Healing Academy

2020 - 2022

CERTIFIED LIFE COACH

Transformation Academy

2021 - 2022

CREDENTIALS OF MINISTRY
Universal Life Church

2022 - Jan 2022

ENERGY HEALING PRACTITIONER CERTIFICATION
Academy of Energy Healing

2019 - Jun 2020

SKILLS

Client Services, Case Management, Team Collaboration, Process Improvement, Arbitration Support, Communication, Office Administration, Customer Support, Conflict Resolution, Time Management, Document Management, Sales, Negotiation Skills.

ADDITIONAL INFORMATION

ACCOMPLISHMENTS

- Certified Member of International Association of Therapists
- Published Author
- Reiki Master & Teacher
- Certified Sound & Energy Healing Therapist