

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 *Hiday and Riske, PA*

Mar 2018 - Aug 2024
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 *Emergency Debt Relief*

2009 - Dec 2017
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 *Laser Vision Institute*

Feb 2002 - Jul 2009
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