

Virginia E. Berry

Solutions Driven, Reliable Startup Support, Versatile Skills, Quick to Adapt

PROFILE

Enthusiastic self-starter, lifetime learner; experienced wearing multiple hats; ready to contribute immediately. Adapt seamlessly to changes in rapidly growing organizations: ability to thrive under entropy. At each and every opportunity, seek additional responsibilities and learn new job functions quickly. Versatile skill set, happy to crosstrain and help out colleagues where needed; the ultimate team player.

Proactive, personable, and confidential approach in dealing with clients; responsive and reliable. Keen understanding of what it takes to deliver the utmost in customer service. Very detailed, thoughtful person that takes pride in my work and customer service; calm under pressure: I handle all customer challenges with professionalism and courtesy.

Passion for research, learning, and offering solutions. Asset in developing strategies on how to increase revenue. Excellent communication skills, competent, hard working and helpful.

Great sense of humor and very organized. Dedicated, hard worker and very willing to take on new tasks. Incredibly creative and efficient: from concept to delivery of the final product; good listener and always create a product which exceeds expectations.

I have excelled at my positions and am always willing to share my expertise with colleagues. I continuously go above and beyond to help colleagues and customers. My work is top-notch and it never leaves my hands as anything less. I can basically do anything, should the circumstance call for it and I'm ready to hit the ground running.

EXPERIENCE

Examity, Inc., Online, HQ Newton, MA, USA — Auditor

JULY 2014 - PRESENT

Hired by the founder of this relevant, rapidly changing, improving and growing startup, to take on auditing tasks with unpredictable volume or processes.

At start of organization responsible for over 50% of auditing volume, often picking up slack in order to keep caught up to deadlines. Deadline driven environment; ready to jump in and assist with other auditors' assignments when volumes are high. We have experienced tremendous

SKILLS

Database Management

Data Analysis

Contract Negotiation

Organized Multi-tasker

Creativity & Design

Objectivity & Diligence

Precision & Attention to Detail

Critical Thinking & Creative Problem Solving

Mathematics

Budgeting

Microsoft Office Suite

HTML

Social Media Marketing

Communications & Blogging

Market Research

Copywriting Proficiency & Editing

Customer Service

Computer Proficiency

International Sales

International Business

Public Speaking

Cultural Awareness

Multi-Cultural Team Leadership

Teaching

Curiosity

growth to the extent there are now 30 auditors and I work the same number of hours per week.

Worked with the auditing team through multiple versions of the application to develop auditing procedures, improve efficiency, and to troubleshoot new software. Report to management team in Boston. Collaborate remotely with auditing team.

Auditor of online exams for universities in the US and worldwide. Carefully review and edit proctor work for errors and discrepancies; escalate potential cheating and technical issues to account managers; report and document as required.

Allina Hospitals & Clinics, Northfield, MN, USA — *Bilingual Registration Scheduler – Spanish*

MARCH 2011 - MAY 2013

Developed this new role through assessing the needs of the interpreter department and working with managers to solve scheduling, customer service and patient education issues.

Selected to special committees for employee engagement, and community outreach. One of 10 employees systemwide elected to attend the public policy academy.

Quick to adapt to rapidly changing medical policies and proprietary software improvements.

Front line patient contact for numerous services; received high call volume and face to face interactions in Spanish. Coordinated off-site appointment logistics. Processed financial assistance applications.

Managed in house interpreter schedule; adjusted as needed; requested outside agency interpreters when necessary. Audited appointments daily to ensure other staff scheduled interpreters correctly.

Translated written patient letters and educational handouts. Verbal sight-translated outside letters for patients. Maintained supply of paperwork, forms and applications.

Verified insurance. Communicated results and doctor messages to patients. Researched and self-published educational brochures on seasonally thematic health topics.

Masterbond – SP, Inc. and SP – Works, Inc., Peabody, MA, USA — *Executive Assistant*

OCTOBER 2009 - APRIL 2010

Brought on to organize accounts, online marketing, customer service and general business operations of two businesses: inventor's patent business, and construction contracting.

Developed marketing campaigns. Launched, wrote copy and maintained

LANGUAGES

Fluent: English, Spanish

Intermediate: Portuguese, French

Beginner: Italian, Arabic

Rapid language acquisition

AWARDS

Globoforce: Teamwork Awards for negotiating exceptional contract terms. Honored by Managers and Sr. Executives.

Scouting: Honored with top awards – Gold and Silver – for service projects.

VOLUNTEER PROJECTS

Art Hives, St. John's, NL, Canada — *Social Media Support*

Refugee & Immigrant Association of Canada, St. John's, NL, Canada — *ESL Teacher/Conversation Partner*

The New England School of English, Cambridge, MA, USA — *Conversation Partner, Portuguese/English Language Exchange*

Community Education ESL, Northfield, MN, USA — *ESL Tutor*

Public Schools, Saratoga Springs, NY, USA — *Reading Tutor*

website, blog and web presence. Marketing efforts yielded numerous leads.

Please note: employment ended abruptly as the business closed when the owner died unexpectedly.

College Coach, Bright Horizons, Watertown, MA, USA — *Customer Programs Coordinator*

OCTOBER 2007 - DECEMBER 2008

Recruited to this booming start up to increase usage of our programs and thus increase revenue. Frequently served as a sounding board to senior account managers to strategize how to increase revenue.

Sold College Coach benefit to employees of clients through cold calling. Consistently exceeded weekly goals. Collaborated with Senior Managers to develop marketing materials.

Primary customer service contact for over one third of our clients; on a six person team. Responded to numerous calls and e-mails daily. Maintained vast database of client contact information and program details.

Fielded calls in English and Spanish. Translated PowerPoint presentations and workshop materials into Spanish. In person sales on site at client locations.

Globoforce, Westborough, MA, USA — *Merchant Accounts Specialist*

SEPTEMBER 2005 - SEPTEMBER 2007

When Irish Company Globoforce expanded into the USA, hired as one of first employees in new, US office; reported remotely to manager in Ireland. Brought onboard to expand the merchant vendor portfolio of popular national and multinational retailers offered on our product. Vast market research into Latin America, Canada and Asia Pacific.

Negotiated Contracts with existing merchant partners; improved purchasing discount agreements, cultivated relationships with vendor partners.

Cleaned up and improved database of vendor records. Worked with Ireland based IT to improve functions within the database. Collaborated with vendors on marketing pieces in English and Spanish. Traveled to HQ in Dublin, Ireland twice per year.

Pitched and sold the benefits of partnering with Globoforce and our Fortune 500 clients, to potential retail partners during contract negotiation (in English and Spanish). Onboarded numerous new merchant partners.

Key contact between vendors, purchasing, client account managers, IT and sales team colleagues. Reliable, detailed, and very responsive and helpful when explaining our offering to customers and teaching salespeople. very thorough, with a good eye for details, described as the ultimate professional. Handled questions, and issues with due diligence and accuracy.

YazBerry Fashion, Online, Various — Designer, Founder

MAY 2005 - PRESENT

Why not monetize your hobby. This is the retail aspect of my creative artist side. It has evolved and changed over the years as I experiment with different ideas. It's been a handmade purse and tshirt line, a vintage accessories resale outlet, a baby bootie maker, and a jewelry line.

It isn't my livelihood, hasn't been and won't be, but gives my creative inspirations and big ideas, a space to explore. It's brought me to craft fairs, to artist residencies, to teaching workshops, running fashion shows, organizing vintage markets, selling in retail shops, sitting on artist juries and arts organization boards.

I've gained a lot of courage, lessons in what works and what doesn't, social media marketing, blogging and grassroots event planning and promotion skills.

Currently it's an occasional vintage jewelry resale project - liquidating my decades of collecting, when I have freetime. My goal of late has been more to explore fine art: printmaking, stone carving, drum making, sculpture, textiles and to find gallery showing opportunities.

EDUCATION

Skidmore College, Saratoga Springs, NY, USA — B.A. Double Major - Spanish & Government

AUGUST 2000 - MAY 2004

Minor: International Affairs. Honors Thesis in Government.

Professor's assistant, taught Spanish grammar. Represented college at multiple academic conferences.

Webmaster, Government Department. Maintained and updated website via Dreamweaver. Costume maker for the theatre.

La Universidad Autónoma, Madrid, Spain — Skidmore Study Abroad

AUGUST 2002 - JUNE 2003

Magazine Intern, provided English translation services and archive research in Spanish. Negotiated exchanges of advertising and subscriptions.