**VERSHUNDRA**

**CISSELL**

vershundrac@gmail.com | (205) 566-2673 | 7042 Brooke Ln Pinson, AL

35126

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| **PROFESSIONAL**  **SUMMARY**  **SKILLS** | Experienced insurance professional with history of meeting company goals utilizing best practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.   * Effective communication ● Fraud risk control * Computer proficiency ● Conflict resolution * Insurance knowledge ● Leadership |
| **WORK HISTORY** | **Senior Accounting Assistant II |** Southern Company – Birmingham, AL. 02/2022 – Current   * Reconcile company expense accounts. * Verify purchase order requests and invoice automation. * Research and validate inaccuracies in procurement systems.   **Authentication Analyst I** | Protective Life Insurance Company -  Birmingham, AL 04/2021 – 02/2022 |

* Analyze data to find patterns of fraud and anomalies.

Create and utilize spreadsheets for daily and monthly reporting.

* Perform background checks for new business applications.
* Communicate fraud trends with team members, to reduce fraudulent activity and minimize impacts.

**Senior Accounting Analyst I** | Protective Life Insurance Company -

Birmingham, AL 06/2019 - 04/2021

* Reconciled accounts and resolved both internal variances and discrepancies in external documentation.
* Developed spreadsheet models for monthly bank reconcilement analysis.
* Prepared bank statements and invoices for year-end audits to comply with accounting standards.
* Processed stop payment and check copy requests.

**Billing and Collections** | Protective Life Insurance Company - Birmingham, AL 04/2013 - 06/2019

* Completed daily balancing of deposit and wire transfer reports.
* Processed payments and applied to customer balances.
* Trained new team members on payment processes, company services and collection strategies.
* Managed external payroll deduction payments for active contracts.

**Contact Center Analyst** | Protective Life Insurance Company -

Birmingham, AL 09/2010 - 04/2013

* Provided primary customer support to internal and external customers.
* Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
* Answered constant flow of customer calls with minimal wait times.

**Claims Service Assistant** | State Farm Insurance Inc - Birmingham, AL 09/2008 - 09/2010

* Processed and recorded over 50 new policies and claims daily.
* Established positive and trusting relationships with injured clients, administering efficient customer service and processing claims quickly.
* Generated, posted and attached information to claim files.

**Auto Claims Adjuster** | Infinity Insurance - Birmingham, AL

08/2006 - 01/2008

* Evaluated and investigated auto claims and decided whether insurer should pay claim.
* Examined photographs and police reports and any other documents relating to claims.
* Coordinated with local body shops to assign repair jobs and obtained rental vehicles for customers.
* Issued payouts to claimants.

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| **EDUCATION** | Faulkner University, Montgomery, AL  **Bachelor of Science**: Criminal Justice  Huffman High School, Birmingham, AL  **High School Diploma** | 08/2013 |
| **CERTIFICATIONS** | * Certified Security Professional, Jefferson State - 2021 * National Career Readiness, 2021 |  |