

Kelly Morrissey
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PROFILE

A quick learner and versatile liberal arts graduate, have proven myself to be the go-to team member in a variety of work settings—from office manager to software tech support, insurance claims examiner to award-winning ESL instructor.

EXPERIENCE

Language Instructor, YMCA of Southwestern Ontario May 2010 – July 2020
Designed syllabus and created materials for two classes, publishing activity packs on my website to be downloaded and used by instructors across Canada. Was a recipient of TESL Ontario's 'Sparks of Excellence' award in 2016 for my passion in the classroom and mentoring of newer teachers.

Claims Examiner, ACM / Cypher Systems Group, Windsor, ON Dec 2007 – Aug 2009
Managed a caseload of over 100 claims, adjudicating them promptly and accurately while resolving customer concerns with utmost patience, courtesy and professionalism. On my own initiative, created custom department business solutions using advanced knowledge of MS Excel. Trained new staff. Single-handedly wrote a procedure manual with interactive table of contents.

Group Administration Systems Specialist, Equitable Life, Waterloo, ON Jan 2002 – Jul 2007
Used excellent phone and written communication skills in my role as the sole tech support for software in use by 23 employers across Canada. Recognized the need to streamline group-to-individual life insurance conversions and thus created a database and graphic user interface to make the process "idiot-proof." Taught myself Visual Basic for Applications (VBA) and programmed customized data cleaning macros for each incoming data file, ensuring bad data did not break the nightly batch run, ensuring no drug card service interruptions. Was given the "Whatever IT Takes" award for track record of going above and beyond.

Senior Claims Recovery Specialist, World Access, Waterloo, ON Mar 2000 – Jan 2002
Requested, tracked and applied payments from government health plan. Investigated discrepancies to balance accounts. Translated out-of-country travel medical invoices from Dutch, German, French, Spanish, Portuguese, and Italian, saving the department money and turnaround time for translations.

Office Manager, Wordsworth Books & Co., Little Rock, AR Nov 1996 – Aug 1999
To ensure the smooth operation of store and office, took on many roles in this small family-owned business, including accounts payable, accounts receivable, and payroll clerk. Trained and supervised filing clerks, shipping / receiving, and data entry personnel and did their jobs when needed. Created a procedure manual for sales staff covering all store processes from using the database to magazine returns and customer refunds.

EDUCATION AND TRAINING

Ontario Certified English Language Teacher (OCELT) followed by a wealth of professional development courses and webinars in the field of second language acquisition. Certificates available upon request.

University of Arkansas at Little Rock, Little Rock, AR — B.A. Spanish / Linguistics cum laude, Cervantes Award and Phi Kappa Phi honour society

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RELEVANT SKILLS

Advanced MS Access
Advanced Microsoft Excel
Intermediate MS Word
Advanced Google Drawing

PAST VOLUNTEER POSITIONS

Infant Stimulator, Baby Unit, Arkansas Children's Hospital
Meal Prep and Patient Companion, Hospice of Windsor and Essex, Canada
Co-host, Newcomer Women's Sewing Club, YMCA of Southwestern Ontario, Canada