

LASYBILL S. MITCHELL

3901 WOODLAND AVENUE #2, WEST DES MOINES, IA 50266

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PROFESSIONAL SUMMARY

Effective project leader and problem-solver with advanced administrative skills and a hardworking mentality. I am seeking to apply the expertise and experience from my professional background coupled with my passion to help others, to take on a challenging new role with a thriving team that offers opportunities for growth while helping to build a strong community.

INTERESTS

- Business Administration
- Leadership
- Team Motivation
- Relationship Building
- Project Management
- Create Outreach Initiatives to reach the local community
- Monthly Shelter Feeding Programs
- Volunteer Initiatives
- Diversity and Inclusion

SKILLS

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|-------------------------------|---|
| • Strong verbal communication | • Interpersonal and written communication |
| • Clerical support | • Expense Reports |
| • Conflict resolution | • Financial Audits |
| • Self-motivated | • Billing |
| • Team leadership | • Document Scanning |
| • Data entry | |

WORK HISTORY

12/2019 to Current

Workforce Advisor

State of Iowa – Department of Workforce Development – Des Moines, Iowa

- Fact Finding Interviews
- Adjudications
- Unemployment Claims Processing
- Business Closings Claims
- Customer Service
- Benefits ACD Line
- Benefits Fun Committee
- Processes Training

Administrative Assistant *Administrative Assistant *Receptionist

The Meyocks Group – West Des Moines , Iowa

- Manage Office.
- Determine and Order Inventory / Supplies.
- Accounting Assistant.
- Process and Handle confidential employee info.
- Process and Handle confidential client billing.
- Process, File, and Organize confidential company docs.
- Process Expense Reports.
- Provide courier services.
- Microsoft Office Software (Hired permanently from Account Temps).
- Copied, logged and scanned supporting documentation.
- Worked directly with Accounting in processing incoming vendor checks and incoming invoices for Accounts Receivable.

08/2008 to 10/2015 **Communications Clerk**

Broadlawn Medical Center Des Moines – Des Moines , IA

- Process all incoming calls to hospital.
- Maintains current information on all patients.
- Document on call schedules for all Medical Staff.
- Performs clerical tasks as assigned.
- Process Deceased Records.
- Work directly with Public Safety to ensure hospital and patient safety.

11/1998 to 06/2010 **Compensation Specialist**

Aviva USA – West Des Moines, IA

- Customer Service.
- Worked closely with agents to calculate agent commissions and bonus payments.
- Perform Financial Audits.
- Process death claims.
- Logged compensation payments and account information into system
- Copied, logged and scanned supporting documentation.
- Responded to customer requests via telephone and email.
- Promoted from Customer Service

Customer Service Representative

- Inbound call center.
- Answer calls from Agents regarding new customer policies.
- Organize and Bind Insurance Policies to send to Agents.
- Provided quality customer service.
- Data entry and clerical duties as needed.

EDUCATION

May 2018 **Bachelor's Liberal Arts and Sciences: Liberal Studies with Consecration in Humanities**
Iowa State University – Ames, IA

June 2015 **Bachelor of Science**
University of Phoenix Transferred

2008 **Graduate**
William Penn University - Des Moines, IA

Associates Degree: Leadership Studies/Business
Aenon Bible College
Licensed and Ordained Evangelist

ACCOMPLISHMENTS

Licensed and Ordained Minister 2011
Pastorate Role 2018
Non-Profit Management 2012
Entrepreneur 2010

COMMUNITY LEADERSHIP

Children and Families of Iowa Domestic Violence Shelter 2019, 2016
Polk County Crisis and Advocacy 2018
Fifth Judicial District Department of Corr. 2018
Toys for Tots 2018
Hawthorne Hill Shelter 2016-2018
Central Iowa Shelter and Services 2010 – Current