

## Alex Sears, MA

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### Summary of Qualifications

An exemplary professional who is goal oriented and consumer driven with strong communication, and interpersonal skills. Adept in an Administrative and IT roles. Has 4 years' experience in the healthcare, insurance and workers' comp industry. Maintains high level of confidentiality and problem resolution abilities. Proficient in Microsoft Word, Powerpoint, Outlook, and Excel.

### Education

- Full Stack Web Development ~ Career Foundry
- Master of Arts: Applied Linguistics / TESOL ~ West Virginia University
- Bachelor of Arts: World Languages Literatures and Linguistics ~ West Virginia University

### PROFESSIONAL EXPERIENCE

#### Client Services Manager and IT Assistant Feb 2022- current: *PhysNet*– Remote, FL, USA

- Provides executive level support to CEO, CCO, VP, and Directors.
- Liaison between all departments, teams, personnel, clients, and vendors to ensure proper communication and reporting.
- Gathers and analyzes data for monthly reports for all departments
- Organizes travel for all executives
- Manages calendars, meetings, and presentations for all executives
- Creates marketing campaigns in conjunction with the CCO to engage current and potential clients
- Coordinates client contract negotiation and review processes

#### Executive and IT Assistant, May 2019 – Feb 2022: *USIS / AmeriSys* – Remote, GA, USA

- Provided executive level support to several department heads.
- Liaison between all departments, teams, personnel, clients, and vendors to ensure proper communication and reporting.
- Facilitated training for company's IT programs and database retrieval systems for all departments and teams.
- Gathered and analyzed data for monthly reports for all departments
- Managed multiple calendars, travel plans, and expense reports
- Created and designs the company's communication material to ensure that all vital information is disseminated to all within the organization.
- Integral in the development, design, and execution of the company's new Return to Work Program.

#### Graduate Assistant, Aug 2016 – Aug 2018: *Department of German Language* – West Virginia University, Morgantown, WV

- Designed and developed course material and conducted assessments across various learning platforms.
- Lectured undergraduate classes for a minimum of six class hours per week to reinforce learning concepts.
- Provided guidance to students needing assistance and encouragement to ensure their continued academic success in the classroom environment.
- Responsible for creating and grading classroom assignments and assessments.

#### Event Assistant and Translator, 06/2017 - 08/2017: *International Summer University Fulda* – Fulda, Hessen, Germany

- Provided accommodations and travel plans for all consumers and presented updated itineraries.
- Worked directly with management, housing coordinators, and education department to devise, discuss strategy, and mitigate travel and accommodation issues.
- Responded to customer requests telephonically and electronically.
- Provided cultural input to students and assisted with language barriers.
- Attended client meetings to provide accurate translations of conversations.

### Skills

<b>Development:</b>	HTML5   SCSS/CSS   JavaScript   jQuery   Node.js   React.js   PHP   Bootstrap   MySQL   MongoDB   AWS
<b>Other:</b>	C1 Level of German Microsoft Tools CRMs – Hubspot PowerBi