# **Caroline HJ Kim**

**635 S. Norfolk Way**

## Aurora, CO 80017

**Phone: 303-549-5952**

# **PROFILE**

I am a resourceful individual with a strong interest in Marketing and Financial Management. I am a dedicated professional with diverse experience in customer service industry. I have demonstrated an excellent organizational, interpersonal and communication skills in my past employments.

**EDUCATION**

Colorado State Court Interpretation Program, Denver, CO (March 2007 – April 2007)

Completed Pre-requisite class for Court Certified Interpreters

Coldwell Banker Real Estate School, Denver, CO (January 2006 - April 2006)

Acquired Real Estate Broker License

British Columbia Institute of Technology (B.C.I.T.) Vancouver, BC Canada (April, 92 - June, 94)

Completed two years of program in Financial Management and Marketing

King Edward College, Vancouver, BC Canada (1990 - 1991)

Major: Computer Software, Critical Writing Skills and Basic Accounting

Burnaby North Secondary High School, Burnaby, BC Canada (1984 - 1988)

Major: Matriculation Subjects

**EMPLOYMENT HISTORY**

**Newstar Global Immigration & Consulting, Seoul, Korea (May 10 – Sept 10)**

**USA Marketing Director**

**Conoco Gas Station, Lakewood, CO (May 08 – April 10)**

**Operation Manager**

**Newstar Realty Investment, Aurora, CO (June 06 – June 09)**

**Job Title: Broker Associates**

**Washington Mutual Bank, Commerce City, CO (May, 05 – June 06)**

**Job Title: Personal/Business Loan Officer**

**Dental Associates of Aurora LLC, Aurora, CO (June, 04 – April, 05)**

### Job Title: Office Supervisor

**My duties and responsibilities included managing office staff, ensuring compliance with State and Federal regulatory guidelines, providing excellent patient service and maximizing office revenue.**

* Consult with patients on treatment plans and pricing according to requirement for profitability of dental office operations
* Coordinates sales, marketing and promotional activities with the intent of increasing and stimulating new patient growth
* Supervises employees engaged in scheduling patients, insurance billing, taking of inventories, reconciling cash with sales receipts, keeping patient records, or preparing daily record of transactions for Accountant, or performs work of subordinates, as needed
* Respond to patient and staff inquiries and complaints.
* Ensure compliance with established HIPPA, security, sales, and recordkeeping guidelines

**Premier Bank, Aurora, CO (August, 03 – June, 04)**

**Job Title: Lending Assistant /Personal Banker**

* Make outbound calls to potential clients to introduce loan rates and information
* Heavy reporting in MS Office applications
* Prepare loan packages for underwriter’s review
* Respond to internal and external clients with questions or problems
* Actively listen to and interview the client to collect detailed information
* Input disclosure information into the company’s database in a timely manner
* Make trips to businesses for a site visit for commercial loans(SBA/Business)
* Open all types of accounts; checking, savings, CD’s, business account, credit cards, and auto loans

**Commercial Federal Bank, Northglenn, CO (August, 02 - June, 03)**

### Job Title: Client Service Representative

* Maintains and balances cash till serving lobby or drive-thru clients with fast and courteous service.
* The CSR is accountable to understand and comply with regulatory issues.
* Also worked as a vault custodian and negative account collector

**State Farm Auto Insurance Company, Lakewood, CO (October, 98 - September, 00)**

**Job Title: Claim Processor**

* Process Personal Injury Protection (PIP) claims due to auto accident
* Contact insured and explained the benefits in the auto policy
* Review and paid medical bills
* Calculate and pay wage loss and essential services benefits
* Coordinate insured’s medical care with Sloans Lake Managed Care (Medical Management Company)
* Communicate and correspond with doctors and medical facilities regarding insured's treatment progress and future treatment plans
* Handle claims until the completion of the policy.

**The Bank of Nova Scotia, Burnaby, BC Canada (September, 97 - June, 98)**

**Job Title: Teller/Personal Banker Assistant**

* Handle general bank transactions
* Promote and explain bank products to customer
* Answer general customer inquiries
* Balance and cash out daily transactions
* Work as an assistant to loan officers for Korean clients

**Koreana Resort Development Inc., Vancouver, BC Canada (May, 95 - September, 96)**

**Job Title: Executive Assistant**

The duties included an overall understanding of an Executive’s day-to-day responsibilities while working with minimal supervision, exercising independent judgment and maintaining confidentiality. It also required flexibility and accommodates shifting priorities while representing and supporting the Executive in planning, directing, managing and coordinating the Corporation’s views and interests.

* Support the Executive in planning, directing, managing and coordinating day-to-day business activities
* Facilitate the Executive’s accessibility and open lines of communication with staff
* Maintain Executive’s calendar, screen incoming telephone calls and greet visitors
* Coordinate meeting and conference schedule
* Answer/screen telephone calls, arrange conference calls, manage call back list
* Compose and format documentation including letters, briefing books, communications to staff and staff meeting Minutes
* Purchase and maintain supplies and material

**Other Language: Fluent in Korean (Written and Verbal)**