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| Ashley Carpenter | (770) 654-4846 ● abcarpenter85@yahoo.com |

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| Profile | I’m highly motivated to use my education & career experience in a fast-paced & high-stress field to be a successful & exemplary asset of this agency. |

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| Knowledge & Skills | — Crime Scene Processing & Evidence Collection  — Maintain Property & Evidence Room & Inventory  — Marijuana Identification  — Detailed Report Writing Skills  — Type 75 WPM  — Customer Service  — Skip Tracing  — *Slack, Teams, Zoom, & Webex*  — Confluence, GitHub, JIRA | — Bookkeeping  — CRM Experience  — TLO Software  — Remote Work  — CLEAR Software  — Microsoft Office  — USA Software  — Google Docs  — GCIC/NCIC  — LEMS Portal  — Medical Records QC | — SunGard OSSI Software  — Call Center Experience  — OnBase Software  — SQL & HTML Experience  — *Fingerprint Processing & Development*  — *Excellent Multitasking Skills*  — *Level 4 CJIS Security*  — *Management*  — *Legal Research & Auditing*  — Insurance Claims Adjusting |

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|  | **Torticity** — *Most Recent* Assignment: Legal Specialist Team Lead  12/2022 **to Present**  I audit and perform quality control tasks including case and document review. My responsibilities include inspecting the accuracy of legal documents and medical records, while ensuring that review agents uphold criteria and follow the assigned tasks and processes. I also analyze case reviews, investigate missing information, review medical records, track and report errors and inconsistencies, and document the next steps. In addition to this, I train new hires, create training documents, and templates.  **Liberty Mutual** — *Previous* Assignment: Claims Representative  05/2022 **to 12/2022**  I analyze and determine the extent of liability concerning loss and damages claim. I provide immediate support for customers’ needs, while ensuring claims are resolved swiftly and accurately. I’m also responsible for interpreting policies and analyzing details gathered to determine the best course of action on claims. Prioritizing contact of various parties associated with the claim to ensure efficiency is also a part of my daily roles. I interview medical specialists, agents, police, medical professionals, witnesses, or claimants to compile important information. |
|  | **LexisNexis** — Previous Assignment: Implementation Consultant  01/2021 to 12/2021  I worked directly with customers, RMS vendors, & our development team to implement our desk officer reporting system (DORS) for the law enforcement customers whether that be through a print-only setup, an interface between DORS & the RMS, or an upgraded interface from DORS to a new version of the agency's RMS. I built the user interface for the customer, delegate the appropriate tasks to the customers, RMS vendors, & myself in addition to leading calls, project meetings, & training for the law enforcement agencies. I was involved in providing input for the process of implementation plans as called upon to ensure they are achievable, successful, & completed in a timely manner. I assisted with documentation, providing support & assistance to my team as well as other internal teams to keep projects on track & communicate properly so all parties are on the same page when it comes to the success of the project & meeting our customers' needs.  **LexisNexis** — *Previous* Assignment: Technical Account Manager  05/2018 to 01/2021  My duties include working directly with clients, technical teams, & business teams to understand business requirements & provide recommendations & guidance. I also monitor the progress of my team, perform analyses, provide recommendations to necessary parties, & train new employees. I follow up on requests, resolve technical issues, & communicate solutions directly with technical teams as well as provide timely status updates & resolutions to customers. Additionally, I manage critical escalations that require extra attention & detail.  **LexisNexis**— *Previous* Assignment: Technical Support Specialist  01/2016 to **05/2018**  I was responsible for taking calls & e-mails from law enforcement agencies & civilians requesting technical support for multiple law enforcement applications. I created work tickets for the customers, performed troubleshooting, & facilitated resolutions for an online citizen police reporting application, a law enforcement training application, & an overtime application for law enforcement. I took on the leadership role of a start-up team on the Eastern coast for these online applications & trained new members of the team.  **Brookhaven Police Department** — *Previous* Assignment: Crime Scene Investigator  09/2013 - **01/2016**  My duties included the evaluation of crime scenes along with processing & securing evidence for evaluation & comparison.  I prepared detailed reports on my scene observations & forensic testing & I testified in court regarding my practices.  I played a major role in establishing the standards, policies, & procedures for the crime scene unit, property & evidence unit, & marijuana identification at this start-up police department.  I have successfully trained patrol officers & detectives in the areas of basic crime scene processing & evidence submission practices. |
|  | **Hall County Sheriff’s Office** —*Previous* Assignment: Crime Scene Technician  06/2010 - 09/2013  I was responsible for the evaluation & analysis of crime scenes. I processed, secured & packaged physical evidence for scientific evaluation & comparison. I prepared detailed reports on my observations & forensic testing. I testified in court regarding the findings & processing methods used at the scene. |
|  | **Gwinnett County Sheriff’s Department** —*Previous* Assignment: Administrative Assistant  01/2010 - 06/2010  I was responsible for researching offender information & creating investigative packets for warrants deputies to aid in the apprehension of criminals. |
|  | **Hall County Sheriff’s Office** —*Previous* Assignment: Intern  01/2009 - 01/2010  I interned in the court services division, patrol division, criminal investigations division, & detention center. |
| Education & Credentials | North Georgia College & State University Dahlonega, Ga.  Bachelor of Science Major: Criminal Justice Semester Hours: 150  Minor: Psychology GPA: 3.55  East Hall High School Gainesville, Ga.  College Preparatory Seal & Technical Preparatory Seal Diploma |
| Personal | I am responsible, dependable, eager to learn, adaptable to new situations, & hard-working. I am also passionate, professional, & friendly. I’m self-driven & I believe in proving my worth through my effort. Through my continued education & experience, I have enhanced my abilities to multi-task, organize, learn new skills, manage people, & train them. |
| References | Jim Praplaski – Liberty Mutual (617-610-9991)  Major Michael Steffman – Braselton Police Department (770-881-3106)  Elizabeth Williams – LexisNexis Risk Solutions (510-282-2141)  Linda Bland – Liberty Mutual (770-540-1347)  Tracey Enderson – DeKalb County District Attorney’s Office (404-516-1943)  Judge Kelley Robertson – Hall County State Court (770-718-5143) |
| Awards & Recognition | 2010 Commendation for successful homicide investigation at the Hall County Sheriff’s Office  2016 Recipient of 2 Collaboration Certificate Awards  2016 - 2019 Recipient of 8 Peer Recognition Coins  March 2017 Employee of the Month Award  June 2017 Team of the Month Award  January & March 2020 Team of the Month Awards |