

V. Charleston Nora

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Summary

Accomplished professional who excels in an environment of constantly shifting priorities. Effectively manages projects from concept to completion. Combines patience with strong communication skills, whether on a team or working independently, and grasps new concepts quickly through “hands on” learning. Also applies excellent research, writing skills, and organizational skills to meet strategic goals.

EXPERIENCE

The Moriah Group, Huntsville, AL — Multimedia Content Creator

March 2025 - February 2026

Navy Federal Credit Union, Pensacola, FL — Finance-Staff Assistant III

January 2020 - March 2025

Navy Federal Credit Union, Pensacola, FL —Transaction Document Processing- Staff Assistant II

July 2018 - January 2020

Navy Federal Credit Union, Pensacola, FL — Admin Support-Mail Tech

September 2012 - July 2018

Navy Federal Credit Union, Pensacola, FL — Collections-Delinquency Control Counselor

April 2012 - September 2012

ASI Corporation(Now Selman and Company), Rockville, MD — Account Executive/Customer Service Representative

January 2007 - January 2012

ASI Corporation(Now Selman and Company), Rockville, MD — Claims Examiner

December 2003 - December 2006

APS Healthcare, Rockville, MD — Customer Service Supervisor/Claims Processor

December 2001 - December 2003

SKILLS

Microsoft Office Suite

Adobe Products

Sharepoint

Asana

Hootsuite

BLS Provider Certified

Bloodborne Pathogens Certified

Education

University of MD College Park
2 years

Montgomery College, MD
1 year

AWARDS

In the time that I have been a Staff Assistant, I received three Superior Sustained Performance Awards. This award is given to team members who got an Excellent rating on their yearly performance review.

Experience

Multimedia Content Creation

Provided photo and video content through reels and drone footage for all initiatives.

- Created content in the form of reels, carousels, and photos. Through the Hootsuite app posted on major social media outlets for RhondaInspire Change and Ayyoku Healing Retreat Center brands.
- Provided headshots for team members, recorded drone footage and captured images and video for Ayoku Healing Retreat Center in Murfreesboro, TN.

Administrative Support and Facilitation

Assisted the department leadership team in analyzing and evaluating the activities of the department/division; coordinated actions that cross division lines; and provided administrative support.

- Consistently supported on-site visitors with guided tours, reservations, equipment setup and supplies
- Worked with facilities to adjust seating and desk setup (wyse and docking stations) to meet changing requirements including moves and relocations for floor remodel project
- Helped coordinate travel requirements for Support Summit, coordinating last minute changes when flights were unexpectedly canceled
- Provided support by posting various Sharepoint initiatives for the employees, coordinated by different leaders.

Efficiency and Optimization Opportunities

Identified opportunities to collaborate across the organization to implement automation, improve processes and reduce manual processes. Supported Enterprise Initiatives to Enhance Member Service and Growth.

- Took the initiative to enhance communication efforts by working with ETS to identify email groups specific to each processing level
- Embraced onboarding consistency initiative by working with Remittance Supervisor to identify standardized list of equipment (beyond a computer) that all processors need and created an onboarding ticket as a single source to request them
- Sat with the IT Department to figure out how to find employee email addresses in HCM Notes and Outlook to better determine what specific emails are needed for each Remittance Processing level.

- Took lead on the floor remodel of the department, coordinating with Facilities and the IT department to ensure desk configuration and equipment get re-aligned on schedule.

Business Management And Cultivating Relationships

As acting liaison between department and corporate clients, maintained effective communication through site visits, email and telephone contact.

- Managed 30 corporate accounts in all aspects of client relationships, including management briefings, presentations to employees, benefit fairs and open enrollments, and premium payment discrepancies.
- Kept abreast of federal legislation that affected client interests, keeping them informed of any regulations changes that may affect their benefit plan.
- Monitored and resolved higher level escalated issues that could not be resolved at the customer service representative level.

Customer Service In Relation To Healthcare

Responded to telephone and email requests regarding health benefits, outpatient authorizations, and claims research.

- Acted as liaison between customer service and claims department.
- Conducted database searches to locate providers, agencies, and facilities relevant to customer needs.
- Generated reports, analyzed data, and tracked trends pertinent to Customer Service initiatives.