

Matthew Bermeo

Philadelphia, PA | (215) 833-5672 | matthew.bermeo@gmail.com | linkedin.com/in/matthewbermeo/

QUALIFICATIONS

- Proven to work as a team player and as an individual.
- Capable of quickly adapting and learning new tasks, ideas, and applying them.

EDUCATION

The Pennsylvania State University

Bachelor of Science in Business: *Marketing and Management*

Abington, PA

May 2020

EXPERIENCE

AmTrust Financial Services, Inc.

Claims Assistant II

Philadelphia, PA

October 2022 – Present

- Utilize Company's software and tools for data entry, tracking, and reporting purposes.
- Maintain organized and up-to-date claim files, ensuring compliance with record-keeping standards.
- Assist in the investigation and verification of claim information, ensuring accuracy and completeness.
- Process and document insurance claims in accordance with company policies and industry regulations.
- Work closely with claims adjusters and other team members to streamline processes and improve efficiency by handling administrative tasks such as filing, and organizing documents.
- Respond to customer inquiries and provided timely and accurate information regarding their claim status and resolution.

PRWT Services, Inc

Quality Assurance Quality Control

Philadelphia, PA

September 2021 – October 2022

- Performed random audits throughout project.
- Attended quality monitor sessions with manager and client.
- Reviewed production and efficiency standards within operation.
- Reviewed/recommended training of all staff to improve production standards.
- Examined project operations for accuracy and conformity to contractual guidelines.
- Prepared and presented daily statistical information to management staff regarding quality assurance.

Philadelphia Youth Network

Quality Assurance Analyst

Philadelphia, PA

April 2021 – September 2021

- Quality Review and Data Entry of participants' files, data, and clearances in PYN tracking system (PYNDEX).
- Follow file management policies and protocols related to Personally Identifiable Information (PII).
- Communicate with supervisor of any challenges that arise to troubleshoot and resolve them efficiently.

Blue Corn Mexican Restaurant & Bar

Marketing and Public Relations Consultant

Philadelphia, PA

April 2020 – September 2021

- Built brand awareness by developing and advising on marketing communication strategies, goals and tactics.
- Increased reach, engagement, and sales by over 250% by building customer relationships.
- Monitored, analyzed, and communicated data statistics and feedback results weekly.
- Tailored restaurant's website, Instagram, Facebook, and GoogleMyBusiness to accommodate changes caused by Covid-19 challenges.

Amazon

Amazon Seasonal Warehouse Associate

Philadelphia, PA

November 2020 – April 2021

- Consistently picked, loaded, and received 25k+ packages a night to meet established company standards.
- Established and maintained interpersonal relationships with supervisors, and peers.
- Contributed to an efficient peak season at the Amazon fulfillment center.

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Penn State Abington

Sports Information Intern

Abington, PA

January 2020 – May 2020

- Processed 60+ student-athlete biographies and statistics accurately onto database.
- Updated and maintained Abingtonsports.com website.
- Scheduled and hired student workers, and created 20+ athletic game contracts with other colleges/universities.

Philadelphia Pretzel Factory

Cashier & Shift Helper

Philadelphia, PA

May 2018 – August 2019

- Managed the register and performed check, cash, and credit card transactions accurately.
- Maintained a clean and organized work area for maximum productivity.
- Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance to 75+ customers a day.

INS Consultants Inc

Translator and Interpreter

Philadelphia, PA

May 2016 – December 2018

- Translated 100+ key departmental documents from Spanish to English (vice versa) replicating flow, style, and meaning on strict deadlines.

SKILLS

- Bilingual: English (Native or bilingual proficiency), Spanish (Native or bilingual proficiency)
- Software: Microsoft Office, Google Suite, Photoshop, Wix, Canva, Mac OS, and Windows
- Certification: The Fundamentals of Digital Marketing, Google Digital Garage