

# Ashley Nguyen

Data Entry Specialist

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## SUMMARY

Data entry specialist with 4 years in benefits administration and insurance operations, entering and checking enrollment, eligibility and policy data for 60 employer groups. Processes 400+ records a day in Microsoft Excel and the enrollment platform at 99.9% accuracy, runs weekly error reports and trains new clerks on data entry standards.

## EDUCATION

### Associate of Applied Science

05/2022

Minneapolis College

Minneapolis, MN

Administrative Support

## EXPERIENCE

### Data Entry Specialist

03/2024 - Present

North Star Benefits Administration

Minneapolis, MN

*Third-party benefits administrator for 60 employer groups and 18,000 members.*

- Process **400+** enrollment, life event and termination records a day for 60 employer groups in the enrollment platform.
- Review carrier eligibility files against payroll deduction data in Excel each week, fixing 120 mismatches a month.
- Build a VLOOKUP and pivot table error report in Microsoft Excel that flags missing fields and has cut rework by 25%.
- Train 4 new data entry clerks on keying standards, HIPAA privacy rules and the team's daily quality checks.

### Data Entry Clerk

06/2022 - 02/2024

Twin Cities Mutual Insurance

St. Paul, MN

*Regional auto and home insurer.*

- Entered **250** auto and home policy applications and endorsements a day into the policy administration system.
- Verified driver and vehicle data against application images, holding a 99.7% quality score.
- Scanned and indexed 3,000 documents a month into the imaging system, linking each one to the right policy number.
- Answered agent questions by phone and Outlook within 4 business hours on status, missing forms and corrections.

### Office Assistant (Part-Time)

08/2021 - 05/2022

Midway Family Chiropractic

St. Paul, MN

- Keyed **40** patient intake forms a week into the practice software.
- Updated insurance and contact details in Word and Excel files for 900 active patients.
- Filed signed treatment plans and billing records daily for 2 chiropractors.

## SKILLS

Data Entry • Microsoft Excel • VLOOKUP • Pivot Tables • Word • Outlook • Data Verification • Customer Service  
Accuracy • Attention to Detail

## CERTIFICATES

### Microsoft Office Specialist: Excel Expert

Microsoft

09/2024