JASMINE FERRELL

Hanover, VA | 540-571-7837 | Jasmineariel96@gmail.com

FINANCE OPERATIONS | FP&A EXTERNSHIP | DATA & ACCOUNT OPERATIONS

PROFESSIONAL SUMMARY

Business Management student at Western Governors University (91% complete) with experience in data management, billing support, account processing, reporting, and administrative operations. Skilled in reviewing records, researching discrepancies, processing transactions and account updates, and maintaining accurate electronic documentation. Seeking remote opportunities in finance operations, billing, accounts receivable, or business operations.

CORE SKILLS

Microsoft Excel and Office | Salesforce | SAP | Data entry and validation | Account and record maintenance | Transaction, order, and refund processing | Billing support | Reporting and documentation | Discrepancy research | High-volume data processing | Email and live chat support | 40+ WPM typing

PROFESSIONAL EXPERIENCE

ATTRONICA VIA EXTERN Nov 2026-Present

Financial Planning & Analysis Extern | 8-week externship, in progress

- Program focus includes financial statement analysis, financial modeling, ratio analysis, stakeholder memos, segment economics, and valuation methods.

PRIME THERAPEUTICS 2024

Member Service Specialist | Remote

- Responded to member, pharmacy, and provider inquiries about prescription benefits, Rx claims, prior authorizations, and order processing.
- Researched member inquiries, resolved issues or escalated cases, and followed department procedures and HIPAA guidelines.

FANEUIL (WASHINGTON GAS CONTRACT) Jun 2020-Nov 2020

Customer Service Representative

- Processed customer account information, transactions, requests, orders, and refunds while maintaining accurate electronic records.
- Reviewed account details, researched discrepancies, and documented account activity in internal systems to support issue resolution.
- Managed high-volume workloads and completed account-related tasks through email, live chat, and business systems.

WASHINGTON GAS Nov 2020-Oct 2022

Inside Sales Support Representative

- Supported sales and operational processes through account research, documentation, data entry, and order processing.
- Maintained customer and account information, reviewed records for accuracy, and used Salesforce and other business systems to track updates.

WASHINGTON GAS Jun 2018-May 2020

Junior Data Management Administrator

- Entered, reviewed, updated, and maintained business data; validated records and corrected discrepancies when identified.
- Organized high volumes of information and supported reporting, documentation, and data-maintenance activities using Microsoft Office and business software.

CERTIFICATIONS

WGU Certificate: Management | Western Governors University | October 2026
Strategic Thinking/Innovation | Micro-credential

ACADEMIC RECOGNITION

WGU Excellence Awards (2025): Business Environment Applications I; Introduction to Communication: Connecting with Others (two awards each)

EDUCATION

WESTERN GOVERNORS UNIVERSITY

Bachelor of Science in Business Management | Currently enrolled | 91% complete