

# Lyne Dorcely

Lexington, Kentucky 40509  
(305) 290-9381 Lynedorcely@gmail.com

---

## PROFESSIONAL SUMMARY

Results-driven leader with a strong history of success in leading teams, experienced in leading corporate communication strategies, enhancing sales activities and directing initiatives in a public, private, or non-profit setting.

## SKILLS

- Relationship building
- Software proficiency
- Critical thinking
- Leadership
- Business Development
- Customer Service
- Sales
- Staff Management

## WORK HISTORY

**FILING CONSULTANT** | 03/2021 to Current

**Robert Half: Kentucky Housing Corporation - Lexington, Kentucky**

- Provided financial consulting services for Quasi-government organization for their Healthy At Home Eviction Relief program
- Serviced 118 counties throughout Kentucky by processing applications, determining eligibility, and accurately calculating monetary awards per household.
- Adhered to all related company policies and government regulations regarding data oversight and confidentiality to promote overall information security.
- Prepared new files and assigned tracking identification numbers, which resulted in better retrieval efficiency.
- Followed up with staff and customers by phone and email regarding missing or needed information and compiled retrieved information into files.

**CO-OWNER/CHIEF FINANCIAL OFFICER** | 02/2020 to Current

**Generations Plus LLC - Treasure Coast, FL**

- Responsible for day-to-day financial outlook of family-owned and operated growing Home Health Care agency in Treasure Coast region.
- Oversaw all financial operations company-wide, including budgets, payroll, and accounts payable and receivable.
- Conducted detailed analysis of company financial information and oversaw preparation of related reports.

- Took active role in patient and family planning process by appropriately and effectively responding to questions and concerns.
- Increased referral rates by providing excellent service and building meaningful relationships with patients and caregivers.
- Organized clinical documentation, treatment plans, and referrals.

## **OPERATIONS MANAGER II | 03/2019 to 02/2021**

### **Seacoast National Bank - Stuart, FL**

- Resolved escalated issues with customer transactions to facilitate improved process flow and encourage good customer relations.
- Evaluated employees' performance and offered recommendations for improvement to enhance operations efficiency.
- Pursued new retail and commercial account growth to enhance bank's market position.
- Interviewed and trained new employees in cash handling procedures, bank policies and to promote compliance with established standards.
- Streamlined repair processes to minimize day-to-day downtime and increase overall productivity.
- Created strategies to develop and expand sales of services to existing customer which resulted in increased annual revenue for all lines of business.
- Coordinated daily cash reconciliation in high-volume location.
- Identified and capitalized on community business opportunities with effective networking.
- Assessed budget plans and present costs to forecast trends and recommend changes.

## **BRANCH SALES & SERVICE REPRESENTATIVE (MLO) | 02/2018 to 03/2019**

### **PNC Financial Services - Treasure Coast, Florida**

- Built and used effective working relationships across department, functional and geographic reporting lines to share knowledge and achieve common goals.
- Understood and applied selling techniques to open, develop and close sales and created product interest by actively cross-selling products and services to pursue customers.
- Upheld stringent bank standards for loans, money handling and legal considerations.
- Established new accounts and developed tailored solutions to meet individual banking needs and helped clients protect assets through variety of strategies.
- Developed customized solutions of deposit, lending, and other products for small business customers.
- Managed portfolio of accounts and monitored for issues in need of attention.
- Built and maintained productive relationships with internal and external business partners to facilitate business success.

## **BANK TELLER | 12/2016 to 02/2018**

### **Wells Fargo - Boca Raton, FL**

- Observed all procedures regarding financial and customer information to prevent possible breaches and data misuse.
- Processed all routine bank transactions not limited to check cashing, and cash withdrawals.
- Removed mutilated currency from circulation and counted and packaged currency and coins.
- Built and strengthened customer relationships by leveraging excellent interpersonal and communication skills.
- Sold and cross-sold bank products to new and existing customers.
- Enthusiastically greeted customers and offered dedicated service resulting in improved bank satisfaction ratings.

- Reconciled cash drawer and resolved discrepancies.

**CUSTOMER SERVICE REPRESENTATIVE** | 09/2015 to 11/2016

**TPUSA: United Healthcare - Port Saint Lucie, FL**

- Communicated with providers on claim status and services rendered for approval from insurance company beneficiaries.
- Contacted providers to schedule appointments and ensure that customer service experience with United Health Care is incomparable to competitors.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Consulted with outside parties to resolve discrepancies and create effective solutions.
- Answered constant flow of customer calls in queue per minute.
- Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.

## **EDUCATION**

**Barry University - Miami, FL | Graduate Degree**

Master of Public Administration 05/2020

**Florida Atlantic University - Boca Raton, FL | Bachelor's Degree**

Public Management,

Minor: Healthcare Information Systems, 08/2018

## **CERTIFICATIONS & AFFILIATIONS**

Notary: GG 965826- State of Florida Expiration Date: Mar 4, 2024 Bonded through National Notary Association.

APPAM: Association for Public Analysis & Management

ASPA: American Society for Public Administration