

DEBRA OLSON
olson@harperhofer.com
(303) 486-0019

EMPLOYMENT

Harper Hofer & Associates. 2013 to Present. Administrative Assistant to the Tax Unit as well as the Valuation and Litigation Units.

Wagner Barnes, PC. 2004 to 2012. Office Manager/Administrative Assistant. Coordinated client needs with tax and audit departments, provided support services and assistance to tax team, prepared audit materials for fieldwork, assisted in maintaining timely reporting to Office of the State Auditor on behalf of audit clients.

Aon Financial Services. 2003 to 2004. Insurance Claims Coordinator. Reported and managed incoming insurance claims for multiple high profile clients. Worked with in-house legal team to ensure accurate processing and advocacy of client claims. Acted as liaison between client and carriers by coordinating meetings and conference calls.

US Bank. 1988 to 2003.

Fraud Analyst II. Monitored new applications and cardholder/merchant activity to analyze potential fraud risks and violations. Identified newly emerging large-scale fraud trends.

Insurance Specialist. Compiled daily and monthly volume reports for management. Provided liaison and special project services to insurance carriers. Assisted customers filing claims and maintained insured accounts.

Customer Service Representative. Lead trainer for new customer service reps and monitored workflow. Aided department managers with special projects and reporting.

Senior Credit Representative. Assisted customers with various credit related issues. Helped to develop new procedures aimed at increasing productivity and efficiency. Trained new employees.

EDUCATION

Bachelor of Science: Land Use Technology, Cartographic emphasis, with Geologic minor.

Metropolitan State University of Denver, Denver, Colorado.

AWARDS

US Bank. Nominated for First Bank Systems Circle of Excellence award.

US Bank. Winner of Rocky Mountain Bankcard On-Track award.

