

Michael Lore

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Education

B.A. Interactive Multimedia

The College of New Jersey | Ewing, NJ

- Major GPA: 3.94
- Cumulative GPA: 3.59

Work Experience

July 2019 – Present | Maps Quality Analyst

Lionbridge | Remote

- Review online map data to ensure accuracy of information on leading GPS websites
- Verify business information including addresses and phone numbers using official sources
- Quickly analyze and retain information from guidelines as different task types are assigned regularly
- Complete various other data-entry tasks

April 2018 – June 2019 | Operational Processing Associate/Specialist

EDM Group | Millville, NJ

- Manage indexing team in processing insurance claims
- Processed large amounts of insurance claims to meet critical daily SLAs
- Efficiently manage dozens of separate work queues to ensure all SLAs are met daily
- Trained team members in new work processes and supported technology use

May 2017 – April 2018 | General Labor

Lore's Septic Service | Cedarville, NJ

- Assisted in servicing portable toilets and pumping residential septic tanks
- Created end-of-year financial reports and manifests of every job completed for company records

September 2015 – May 2017 | Student Web Developer/Office Administration

The College of New Jersey, Communication Studies Department | Ewing, NJ

- Maintained and updated website for the department of Communication Studies using WordPress
- Increased department social media presence and managed department Facebook page
- Was first point of contact in solving routine technological issues in the Department
- Provided assistance to students through email, phone, and face-to-face communication