
Michael Lore

Cedarville, NJ 08311

856-367-1210

mlore95@gmail.com

www.michaellore.dev

www.linkedin.com/in/mlore

Education

August 2013 - May 2017 | B.A. Interactive Multimedia

The College of New Jersey | Ewing, NJ

- Major GPA: 3.94
- Cumulative GPA: 3.59
- Created websites using HTML/CSS/JavaScript
- Exposed to dozens of technologies related to programming, filmmaking, and game creation
- Gained critical thinking skills to grow my knowledgebase and increase learning speed

Work Experience

February 2019 - Present | Operational Processing Specialist

EDM Americas | Millville, NJ

- Manage a team of 12 in processing Prudential Insurance claims
- Efficiently manage dozens of separate work queues to ensure all SLAs are met daily
- Interact with higher management to resolve employee issues

April 2018 – February 2019 | Operational Processing Associate

EDM Americas | Millville, NJ

- Processed large amounts of Prudential Insurance claims to meet critical daily SLAs
- Used Prudential's CIRM Web interface to document Agency backlog and create carton manifests

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
 - Provided assistance to students through email, phone, and face-to-face communication
-