

ANTONIA J-M DEVENT

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Recent Bermudian insurance graduate with over ten year's customer service experience seeking challenging role in the (re)insurance industry. Motivated self-starter with proven organizational, analytical and interpersonal skills established in roles of auditing, customer service and general administration. Adaptable and focused team player, highly proficient in the Office Suite of programs along with AS400, Sales Force, SQL, Great Plains and other boutique applications.

EDUCATION

The Institutes (Online)

- Associate in Insurance (AINS)

In Progress

Purdue Global University *formerly* Kaplan University

- Bachelor of Science in Finance with concentration in Insurance

March 2017 – January 2020

Penn Foster (*Online Distance Learning*)

- *Transferred credits earned from Associate's Degree in Accounting program towards Bachelor's degree in Finance*

October 2014 – May 2016

EXPERIENCE

PwC Bermuda – Assurance Associate

September 2020 - Current

- Conduct financial audits, monitor financial activities and assist in the preparation of corporate financial statements for Bermuda based clients.
- Address general financial concerns, complete professional financial statements and execute various administrative duties within a small team.
- Testing of controls, identifying risks and documenting methodologies under established risk assessment plans.
- Any other duties and associated responsibilities assigned by the Audit Manager.

Registrar of Companies – Revenue Agent

November 2018 – September 2020

- Processed and collected revenue and related documents to process high volume transactions, balance accounts and maintain electronic records.
- Performed duties in support of the department comptroller and other clerical duties and associated responsibilities assigned by the Assistant Registrar of Companies.

Bermuda Hospitals Board - Float Clerk

2014 – 2018

- Provided relief to various posts in the Accounts Receivable Department; Cash Receiving Clerk, Out-Patient Clerk, In-Patient Clerk, Cashier, and Insurance Clerk.
- Reviewed and reconciled reports for outstanding charges and liaised with the respective departments.
- Processed daily payments and charges and other clerical duties and associated responsibilities as required.

KeyTech Group of Companies - Credit Administrator

2009 – 2014

- Investigated customer bills and responded to customer inquiries.
- Performed credit checks for new customers and corporate account holders.
- Prepared non-paying accounts for collection agency (Bermuda Credit Association) and processed payments received from collection agency.

M3 Wireless Limited - Customer Support Representative

2007 – 2009

- Identified and reported trends in error recording that may indicate system or network issues.
- Guided customers through activation processes, terms, and conditions of service and general billing enquiries.
- Investigated customer bills and processed payments on delinquent accounts.
- Assisted management in all areas of customer service, product management and marketing, including participating in training and development programs.

RECOGNITION AWARDS

2019	Chancellor's List – Perdue Global University (Awarded in January, March, June, and November)
2018	ABIC Alumni Award Scholarship
2018	Chancellor's List – Perdue Global University (Awarded in February, August, and October)
2018	Deans List - Perdue Global University (Awarded in May)

References available on request