

Dionna West

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The logo consists of the letters 'DW' in a bold, white, sans-serif font, centered within a solid black square.

Objective

To secure a customer service position where I can maximize my people-oriented experience, communication skills, and grow within a company that will challenge my professional background.

Summary

Enthusiastic, responsible, and dependable individual with a versatile professional background and 3+ extensive and diverse years of experience in customer service.

Experience

Collections Specialist, Rise Credit at iQor

Richardson, TX — November 2015-Present

Inbound and outbound soft collections for loan company on accounts 1-60 days past due.

Duties

- Attempt to collect debt owed from customer.
- Educate customer on possible repercussions of remaining in past due status.
- Build rapport with customers in order to gain better understanding of the customer's financial status and assist in developing a payment plan to bring account current again..
- Follow standard processes and procedures

Technical Support Specialist, Samsung Telecommunications of America at iQor

Richardson, TX — December 2014-November 2015

Inbound and outbound technical support specialist responsible for handling customer inquiries in a quick and professional manner.

Duties

- Troubleshoot customer devices over the phone and through remote support tools while managing handle time.
- Transfer customers to appropriate levels of support.
- Gather customer's information and determine best resolution based on customer's explanation of issue.
- Cope with and diffuse stressful situations, control direction of call with tact and diplomacy.
- Follow standard processes and procedures

Dispatcher, Inman's Auto Rescue

Levelland, TX — June 2013-December 2014

Inbound and outbound dispatcher responsible for directing drivers to assist valued customers with disabled vehicles per various insurance companies and occasional customer call-ins.

Duties

- Maintain open communication between drivers and customers/insurance companies.
- Effectively multi-task at managing calls and email inquiries.
- Obtain and provide accurate location of customer to driver.

Customer Service Representative, Humana Health Insurance at Aegis

Irving, TX — June 2012-June 2013

Pharmacy, billing and enrollment support agent responsible for appropriately responding to inbound customer inquiries and providing information on customer accounts and health care plans.

Duties

- Process billing transactions/schedule payment arrangements.
- Educate customers on covered prescriptions and in/out-of-networks physicians
- Explain the difference between HMO, PPO, EPO, and POS plans and the levels, advantages, and benefits of each.
- Assist customers with opening claims on their insurance.

Education

Tarrant County College

Associate of Arts — 2014-Present

37 credit hours; expected to graduate December 2016

Skills

- Proper phone etiquette
- Type 50+ WPM
- Fluency in American Sign Language and Intermediate Spanish
- 10-key efficient
- Excellent verbal and written communication
- Word processing and spreadsheets (Microsoft Word, Excel, Access)
- Business and professional presentations (Microsoft Powerpoint, Prezi)
- Records and information management

References

Available upon request.