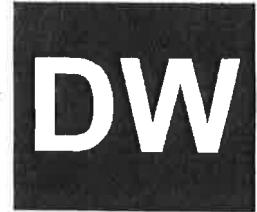


# Dionna West

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<b>Objective</b>	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.
<b>Summary</b>	Enthusiastic, responsible, and dependable individual with a versatile professional background and 3+ extensive and diverse years of experience in customer service.
<b>Experience</b>	<p><b>Collections Specialist, Rise Credit at iQor</b> <i>Richardson, TX — November 2013 - Present</i></p> <p>Inbound and outbound soft collections for loan company on accounts 1-60 days past due.</p> <p><i>Duties</i></p> <ul style="list-style-type: none"><li>• Attempt to collect debt owed from customer.</li><li>• Educate customer on possible repercussions of remaining in past due status.</li><li>• 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..</li><li>• Follow standard processes and procedures</li></ul> <p><b>Technical Support Specialist, Samsung Telecommunications of America at iQor</b> <i>Richardson, TX — December 2014 - November 2016</i></p> <p>Inbound and outbound technical support specialist responsible for handling customer inquiries in a quick and professional manner.</p> <p><i>Duties</i></p> <ul style="list-style-type: none"><li>• Troubleshoot customer devices over the phone and through remote support tools while managing handle time.</li><li>• Transfer customers to appropriate levels of support.</li><li>• Gather customer's information and determine best resolution based on customer's explanation of issue.</li><li>• Cope with and diffuse stressful situations, control direction of call with tact and diplomacy.</li><li>• Follow standard processes and procedures</li></ul>

**Dispatcher, Inman's Auto Rescue**  
*Leviadis, 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 2013-June 2014*

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.