

Interview Note Sheet

Applicant Information

Name: <u>TAMISA Robinson</u>	Interviewer: <u>Shelby</u>
Date: <u>8/17/2017</u>	Rate of Pay: <u>9.25-11.00</u>
Position (s) Applied for: <u>BAR SERVER</u>	Referred by: <u>RETHIPS</u>

Test Scores

Server	/35	%	Bartender	/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking
Full-Time
Part-Time

Relevant Experience & Summary of Strengths

Total of _____ in Food Service/Hospitality

-RE-HIRE

- WORKED OPCC
ROYALS/CHIEFS GAMES
- ALREADY ACTIVE IN OUR SYSTEM

P.O.S. Experience: Y / N details: _____

Transportation

Car

Public Transit

Carpool (Rider / Driver)

Regions Available to Work

Kansas City, KS

Overland Park, KS

Kansas City, MO

Independence, MO

Certifications (Train)

TiPS

Serv-Safe

LEAD

Other

liquor license

Will Submit

Availability

Open

AM only

PM only

Weekdays only

Weekends only

Details: _____

Uniforms Owned

Bistro

Black Bistro

Tuxedo

1/2 Tuxedo

Black Vest

Long Black Tie

Chef Coat

Chef Pants

Knives

Black Pants

Non-Slip Shoes

Bow Tie

Other: _____

Would you recommend this applicant for Acrobat Academy?

Convention Candidate?

Other Languages Spoken:

TAMISA S. ROBINSON

2276 NE Town Centre Blvd #601, Lee's Summit, MO 64064, 816-433-1362, Tamisa.Robinson77@gmail.com

OBJECTIVE

To obtain a position in the medical field that will utilize my interpersonal skills, my administrative experience, and my extensive experience and knowledge in medical billing and terminology.

EDUCATION

Hightech Institute, Kansas City, MO

2007

Diploma, Dental Assistant

EXPERIENCE

Sprint, Overland park, KS

06/2016 -present

Outbound Telesales

- Provides a total sales solution to our customers, for any of their wireless/mobility needs. This includes selling the value of Sprint's devices, accessories and service plans; maximizing Sprint-customer connections; saving our customers money; personalizing their experience; and protecting their investment
- Delivers an outstanding store experience that improves customer loyalty and strengthens the Sprint Brand
- Meets or exceeds key performance objectives, including sales and customer satisfaction goals
- Accurately sets up accounts, so customers are ready to use their new devices and plans as soon as they leave the store
- Identifies the right solutions for customer billing, technical and/or account issues
- Receives training in their curriculum path to further their skills and career opportunities
- Complies with all operational policies and procedures, including the Sprint Code of Conduct

TriWest Healthcare Alliance, Kansas City, MO

1/2016 –present

Patient Service Representative

- Process healthcare authorizations approved by the Veteran's Administration
- Responsible for medical insurance coding and billing
- Knowledge of medical terminology
- Schedule veterans appointments via phone
- Ensure accurate data entry and completion of authorized data from referral/authorization forms
- Ensure that existing data contained in the TriWest medical management system and customer information system is accurate
- Contact providers to obtain missing medical documentation in order to comply with timelines
- Facilitate patient transfers as requested by Veteran's Administration

CVS Caremark, Lee's Summit, MO

10/2014-10/2015

Customer Care Representative

- Handled a high volume of complex calls regarding healthcare insurance information
- Handled correspondence via email, fax, and letters
- Responsible for multitasking numerous computer applications, phone calls, etc
- Thoroughly and accurately gathered information from clients to ensure that questions and issues were resolved promptly
- Handled complaints while consistently demonstrating behaviors that contributed to the company's service level goals.

Integrity Finance, Leawood, KS
Collections Representative

5/2012 - 10/2014

- *Provided customer support via e-mail, phone call*
- *Collected funds on pre-charge off or past due account*
- *Recovered delinquent funds owed to clients, took action to move accounts towards current or balance in full*
- *Contributed to the company's profitability by achieving monthly goals*
- *Maintained documentation and accurate records to contribute to regulatory compliance and department efficiency*
- *Responsible for motivating customers to pay delinquent balances or determine appropriate payment arrangements*
- *Investigated claims of improper billing and billing disputes*
- *Maintained documentation of all correspondence and/or conversations regarding delinquent accounts*

NCO Finance, Lenexa, KS
Escalations Supervisor

3/2010 - 5/2014

- *Responsible for overseeing a staff of less than 10 employees*
- *Handled a high volume of calls professionally and courteously*
- *Ensured that questions and issues were handled in a prompt and professional manner*
- *Interacted with internal and external business partners to provide financial solutions*
- *Responsible for follow through and bringing outstanding issues to closure on initial contact*

REFERENCES

Available upon request

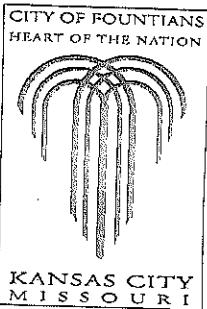
NEIGHBORHOOD AND HOUSING SERVICES DEPARTMENT
CITY OF KANSAS CITY MO

REGULATED INDUSTRIES

CITY OF FOUNTAINS
HEART OF THE NATION

Print Date: August 03, 2017

635 Woodland Avenue, Suite 2101
Kansas City, MO 64106
Telephone: (816) 513-4561



Applicant Name:

TAMISA ROBINSON

Permit #:

201710091411, ADULT LIQUOR

Permit Invoice

Invoice #	Invoice Date:	Expires:	Issued by:
INV-8-17-175005	08/03/2017	08/03/2020	sburrell
Fee Description			Amount
Background Check			\$23.00
Adult Liquor Permit with Postage			\$17.00
			Total Fees: \$40.00

Date:	Payment Method	Check #	Amount Tendered
08/03/2017	Cash		\$40.00
			Change: \$0.00
			Balance Due: \$0.00

August 03, 2017

This Document, when accompanied by the Regulated Industries raised seal, serves as a temporary permit valid for 30 days following the date printed above.

I understand that the Employee Liquor Permit will be mailed within 30 days from the date above.

Regulated Industries raised seal
*Document valid when stamped

Applicant's Signature:

Tamisa Robinson

Date: 8/3/17



SENSITIVE BUT UNCLASSIFIED

Case Verification Number: 2017227145629FA

Report Prepared: 08/15/2017

Company Information

Company ID: 139349

Company Name: Acrobat Outsourcing

Employee Information

Last Name: Robinson

First Name: Tamisa

Date of Birth: 10/25/1977

Social Security Number: *** ** 9841

Hire Date: 08/15/2017

Citizenship Status: A citizen of the United States

Document Information

List B Document: Driver's license or ID card issued by a U.S. state or outlying possession

List C Document: Certification of Report of Birth (Form DS-1350)

Document Name: Driver's license

Document State: Missouri

Driver's License or ID Card Number:

Document Expiration Date: 10/25/2018

Case Status Information

Final Case Result: Employment Authorized

Employer Case ID:

Case Submitted On: 08/15/2017

Case Submitted By: SSHA2488

Closed On: 08/15/2017

Closed By: SSHA2488

Closure Statement: The employee continues to work for the employer after receiving an Employment Authorized result.

SENSITIVE BUT UNCLASSIFIED