

# 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>RETIERS</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 (if any)

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, 816-433-1862, 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**  
Diploma, Dental Assistant

2007

## **EXPERIENCE**

**Sprint, Overland park, KS**  
Outbound Telesales

06/2016 -present

- 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**  
Patient Service Representative

1/2016 –present

- 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**  
Customer Care Representative

10/2014-10/2015

- 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**

5/2012 - 10/2014

*Collections Representative*

- *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**

3/2010 - 5/2014

*Escalations Supervisor*

- *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*

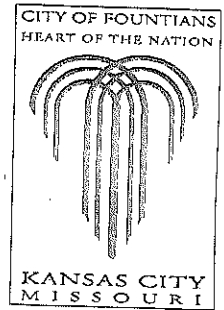
## **REFERENCES**

*Available upon request*

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NEIGHBORHOOD AND HOUSING SERVICES DEPARTMENT  
CITY OF KANSAS CITY MO

REGULATED INDUSTRIES



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

Print Date: **August 03, 2017**

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
<b>Total Fees:</b>	<b>\$40.00</b>



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