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Bachelor of Arts in Anthropology  
University of Florida, Gainesville, FL  
Minor: History

May2016

## WORK EXPERIENCE

**Alorica**, Miami, FL  
*Call Center Agent*

October 2016-October 2017

- Provide customer support in a busy call center for insurance of federal employees
- Respond to customer inquiries, resolve complex issues and provide general information
- Process orders, forms and applications for insurance enrollment and insurance program eligibility
- Complete customer service training to learn ways to enhance customer satisfaction and improve productivity
- Manage policy holder's account information and payment information

**Goodwill Industries**, Gainesville, FL  
*Volunteer*

January 2016-February 2016

- Provided friendly customer service
- Assisted employees with store upkeep and cleanliness
- Prepared clothing carts for shipment to other goodwill stores on a timely basis
- Separated new and used items and determined which items needed to be discarded

**Bahamas Water and Sewage Corporation**, Bimini, Bahamas  
*Secretary*

June 2013-August 2013

- Answered calls and responded to caller inquiries, took messages and transferred calls to appropriate individuals
- Greeted incoming visitors and provided friendly customer service
- Organized paper and electronic files and performed various other duties such as filing, faxing and making copies
- Maintained various calendars and scheduled appointments
- Contacted customers and informed them of any new billing information

**Alachua County Public School System**, Gainesville, FL  
*Volunteer*

August 2012-December 2012

- Assisted teacher with second graders and helped students with math and reading skills
- Served as a positive role model and mentor for students
- Provided one on one to students who were having a difficult time understanding the curriculum