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Tues  
4/24/19  
@ 11<sup>00</sup>

**OBJECTIVE:**

Seeking opportunity within a dynamic and exciting company where my education, training, and skills can contribute towards the growth and success of the company and its community

**Work Experience:**

**Customer Care Representative**

Wipro/ Geek Squad- Atlanta, GA

September 2018-March 2019

- Effectively answers and supports client questions and concerns through phone, chat and email
- Performs basic account management functions including updating client information, providing service/delivery updates and modifying scheduled/unscheduled appointments.
- Partners with relevant business partners to resolve issues
- Responsible for coordinating client handoff if needed to Customer Service Tier 2 Agents
- Understands and applies Best Buy policies related to returns, exchanges and price match
- Employing multiple Best Buy systems (Breeze, OMS, ETK, SOP, STAR/NOVA, FMS) to effectively and efficiently communicate notes across the enterprise

**Customer Service Associate**

VXI Global Solutions - College Park, GA

July 2017 to November 2017

- Receive inbound calls from a telecommunication leader providing Cable TV, Phone and Internet Services to customers who are experiencing interruptions.
- Troubleshooting the customer technical issues, assist with billing inquiries, upgrading their services and other general customer service needs.

**Customer Service Representative/Claims Client Services Representative**

First Source- Kaiser Permanente/United Health One - Colorado Springs, CO

October 2015 to June 2016

- Build rapport and collaborate relationships with current and prospective members in accordance with compliance guidelines.
- Represent health plan by answering all incoming contacts to determine their nature, and respond to complex calls related to specialized products lines and ques.
- Respond with empathy to complaints and concerns from members concerning health plan benefits, account status, payment history, and medical services
- Initiate contact with appropriate health plan, medical group, and facility personnel to obtain information relevant to the concern or inquiry as needed.
- Reach call handling goals, first contact resolution goals, compliant resolution compliance, member retention, return contacts as warrant.

**Executive Administrative/ Program Assistant**

Palmetto Aids Life Support Services - Columbia, SC

July 2012 to December 2012

- Provide clerical and administrative support to staff and management of the Housing Opportunity for People with Aids;
- assist with marketing and public information activities including community outreach events;
- Assembled, organized and revised reports as assigned following specific guidelines and making sure all deadlines are met..

**Education****Emergency Medical Technician Intermediate**

Fortis College - Smyrna, GA

2010 to 2011

**Bachelor of Science Biology/Chemistry**

Benedict College - Columbia, SC

2003 to 2008

**Skills**

Professionalism, Self-Starter, Interpersonal and Leadership skills, Oral and Technical Communication

Skills, Microsoft Office Suits, Internet, Team-worker and Independent worker, Detail Oriented, Exceptional Time Management Skills

**Certifications/Licenses****OSHA-HAZMAT**

December 2011 to Present

Hazard Communication and Blood-Bourne Disease Pathogen Standard, Infection Control Guidelines

Name: Shaniqua Harden

Score 12/14

Housekeeping Test

1. During which of the following situation(s) should you wear gloves?

- a) ☒ When handling disinfectant solutions
- b) ☒ When cleaning guest rooms
- c) ☒ When handling soiled linen
- d) ☒ When handling or disposing of waste
- e) ☒ All of the above

2. Which of the following should be cleaned daily?

- a) ☒ Chairs, lamps, and tables
- b) ☒ Tabletops, bed, and handrails
- c) ☒ Grab bars, light, tops of doors and counters
- d) ☒ Floors, sinks, toilets, and latrines
- e) ☒ All of the above

3. True or False: You do not need to use a separate cloth for cleaning bathrooms.

4. True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.

5. Should the following be cleaned daily or weekly? Circle one.

- a) ☒ Floors Daily / Weekly
- b) ☒ Toilets and latrines Daily / Weekly
- c) ☒ Carpets in guest rooms Daily / Weekly
- d) ☒ Carpets in offices Daily / Weekly
- e) ☒ Soiled linen Daily / Weekly

6. The best way to clean the floors:

- a) ☒ Scrubbing
- b) ☒ Dry sweeping and dusting
- c) ☒ Sweeping, mopping and dusting
- d) ☒ Wet mopping

7. What should do if you spill liquids or see a liquid spill?

- a) ☒ Leave it for someone else to clean- up
- b) ☒ Wait until the end of your shift to clean it
- c) ☒ Flag the spill and clean it up immediately
- d) ☒ Not sure

8. The proper procedure for cleaning spills of blood and other body fluids is:

- a) ☒ Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
- b) ☒ Find the janitor on- duty and ask him to clean it up
- c) ☒ Grab whatever is closest and wipe up immediately, then mark "Biohazard"
- d) ☒ Nothing

9. What do you do if you encounter with bed bugs in a guest room?

Notify management immediately, if guest are in room ask them to leave, and follow guidelines implemented for treatment of bed bugs

10. What do you do if you find Lost and Found items in a guest rooms?

Return to Front desk for Lost and Found.

11. Describe the difference between a disinfectant and a cleaning solution?

Disinfectant use chemicals to kill germs on surfaces or objects. Cleaning solutions are water and soap base to use in cleaning general cleanings