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Tues  
4/24/19  
② 11<sup>th</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

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	<input checked="" type="checkbox"/> Daily/ Weekly
b) Toilets and latrines	<input checked="" type="checkbox"/> Daily/ Weekly
<input checked="" type="checkbox"/> c) Carpets in guest rooms	<input checked="" type="checkbox"/> Daily/ Weekly
<input checked="" type="checkbox"/> d) Carpets in offices	<input checked="" type="checkbox"/> Daily/ Weekly
e) Soiled linen	<input checked="" type="checkbox"/> 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*