

Andrea Black

CUSTOMER SERVICE

Tallahassee, FL 32304

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To work for an organization where my various employment skills will have an impact.

Authorized to work in the US for any employer

Work Experience

Office Assistant

Sickle Cell Foundation - Tallahassee, FL

November 2017 to January 2018

Assisted the office manager with payroll vacation time accounts as well as filing data entry and answering phone calls and setting up events for the Sickle Cell Foundation such as fundraisers Etc

Customer service representative

Northgate Arinso - Tallahassee, FL

September 2015 to October 2017

Answering inbound calls

Assisting state employees with selecting their benefits package

Updating employee accounts

Collecting employees personal information and applying the information to their accounts

Navigating through states systems (SAP, People First and, eCase)

Knowledge of different benefits offered by the state

Notating employee accounts

Enrolling employees into their benefits

Informing employees of their monthly benefit amount

Surveyor

Brandt Information Service - Tallahassee, FL

March 2013 to August 2015

Making Outbound calls

Completing surveys with individuals via telephone

Properly navigating a computer system

Properly using a headset/phone system

Following along with a script to better assist with calls

Having the ability to answer question regarding each survey

Having the ability to make multiple calls per day

Accurately notating a survey with customers responses

Leaving professional voicemails when necessary

Keeping a professional tone/attitude

Customer Services professional

Acs-Xerox company - Tallahassee, FL
June 2013 to July 2014

- Answering inbound calls in a call center setting
- Updating recipients information upon request
- Submitting mail requests for replacement cards
- Following along with a script to better assist with calls
- Properly notating a case/call
- Accurately closing out a case/call
- Properly navigating through the system to accurately handle calls/cases
- Properly using a headset/phone system
- Answering any questions members may have in regards to their case information

Choice counselor specialist

Automated Health System - Tallahassee, FL
January 2014 to May 2014

- Complete Medicaid enrollments
- Answering inbound calls in a call center setting
- Properly notating a members case
- Properly updating members enrollment status
- Following along with a script to better assist with calls
- Accurately closing out a case/call
- Properly navigating through the system to accurately handle calls/cases
- Referring callers to the proper department for further assistance
- Properly using a headset/phone system
- Submitting mail request when requested by a member
- Submitting discrepancy issues through discrepancy logs
- Answering any questions members may have in regards to health plans or enrollments
- Providing members with case specific information when requested
- Having the ability and proper knowledge to explain the different programs to members

Cashier

Wal-Mart - Tallahassee, FL
November 2011 to November 2012

- Providing great customer service
- Accepting payments with different types of payment methods
- Neatly folding/packaging merchandise
- Having the ability to provide customers with proper change
- Keeping a clean/neat work area
- Greeting customers
- Zoning the area and returning merchandise to shelves/racks
- Being skilled to work in multiple departments (Apparel/Customer Service Desk/Cart Pusher) when needed
- Providing customers with carry-out service

Education

Associates Degree in Healthcare Administration

University of Phoenix - Phoenix, AZ
2013 to 2015

Bachelor of Science in Liberal Arts

Barry University - Tallahassee, FL
August 1996 to January 1999

Diploma in General

James S Rickards High School - Tallahassee, FL
1984 to 1987

Skills

Excellent computer skills (Ability to type 55 + wpm) 5 years of call center experience/customer service
3 years of data entry experience (7 years)

Additional Information

Professional Skills

- Microsoft Office
- Microsoft Windows
- Filing/Editing
- Typing (55+ wpm)
- Office Procedures

- Telephone Skills
- Customer Service Skills
- Data Entry Skills
- Home Healthcare Skills
- Supervisory Skills

- Operating Scanning

Equipment

- Prepared Bank deposits

Employment Skills

- Developed ability to work in a fast-paced atmosphere
- Maintained excellent customer relations and developed customer rapport
- Diplomatically resolved customers complaints on as-needed basis
- Accurately calculated and made daily deposits of up to \$20,000
- Ability to follow instructions well and make decisions with no supervision
- Motivated and supervised 15+ employees on daily basis
- Maintained all record-keeping procedures without error
- Delegated responsibilities to employees to meet company's expectations
- Effectively developed telephone communication skills and consistently met quotas

Transport PrivateHome Health