

TAMEKA LINDO

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· tameka.lindo@gmail.com ·

Honors student and current Public Relations Officer of Phi Theta Kappa seeking an internship while pursuing a degree in Political Science. Recent participant in the Tallahassee Community College EagleShadow Program at the State Capitol. Highly skilled and enthusiastic individual with a background in public assistance, developing and improving policies and procedures. Active listener with a knack for building lasting professional relationships.

EDUCATION

MAY 2020

Associates of Arts, General Transfer (Political Science)

TALLAHASSEE COMMUNITY COLLEGE, TALLAHASSEE, FL

- Dean's List Fall 2018
- Member, TCC Honors Program
- Public Relations Officer, Phi Theta Kappa
- Current 3.44 GPA

RELEVANT COURSEWORK

National Government, State and Local Government, Law of Business, and The Criminal Justice System

MAY 2020

CERTIFICATE, OFFICE SPECIALIST, TALLAHASSEE COMMUNITY COLLEGE,

TALLAHASSEE, FL

DECEMBER 2019

CERTIFICATE, OFFICE SUPPORT, TALLAHASSEE COMMUNITY COLLEGE,

TALLAHASSEE, FL

MICROSOFT OFFICE EXCEL SPECIALIST 2016, TALLAHASSEE COMMUNITY COLLEGE,

TALLAHASSEE, FL

SKILLS

- Microsoft Word, Excel, PowerPoint, Access and Outlook
- 50 WPM typing speed
- Policy Evaluation
- Analytical
- Process improvement
- Generate reports
- Quality assurance
- Customer service
- Project management
- Excellent presentation skills

EXPERIENCE

03/2018 – 04/2019

Call Center Customer Service Representative, THE DEPARTMENT OF CHILDREN AND FAMILIES, TALLAHASSEE, FL

- Interview customers and collect information to understand their needs and offer solutions quickly
- Address escalated customer service issues from tier 1 and 2 teams to correct cases
- Manage and maintain call scripts and to control the direction of representative/client conversations
- Assist customers with understanding and utilizing company systems, complete forms and obtain desired services – self-sufficiency
- Enter information regarding interactions with customers using company's internal software to track requests, document problems and record solutions offered
- Identify training opportunities to enhance my customer relationship abilities and further boost my satisfaction scores
- Compile feedback from customers and submit recommendations to supervisor regarding call center processes to promote satisfaction in future interactions

11/2011 – 02/2018

Senior Human Services Program Specialist, THE DEPARTMENT OF CHILDREN AND FAMILIES, TALLAHASSEE, FL

- Conducted management evaluations for the State of Florida
- Directed the work of subordinates to ensure excellent services to clients
- Developed and prepared program manuals, policies, procedures, standards, and rules
- Analyzed data to measure the effectiveness of Food Assistance, Temporary Cash Assistance and Medicaid programs
- Developed methods to implement and administer policies, procedures, and program activities
- Monitored and developed compliance reviews and/or quality assurance techniques to measure the quality of service delivered to ensure maximum efficiency
- Recommended improvements and adjustments needed to insure program effectiveness and efficiency
- Performed case review validations and feedback to Regional Program Office
- Presented case review findings and audit reports to Regional Managers

03/2011– 11/2011

Bank Teller, JP MORGAN CHASE, COCONUT CREEK, FL

- Created strategies to develop and expand sales of services to new and existing customer which resulted in a 2% increase in annual revenue
- Organized and removed online banking files no longer in use
- Executed customer transactions, including deposits, withdrawals, money orders, checks and loan payments
- Rapidly and efficiently prepared customer and ATM cash and change orders
- Organized, stocked and maintained the teller window area
- Processed quarterly Vault and ATM audits with a zero-error rate
- Coordinated daily cash reconciliation at a high-volume location
- Processed exchange and foreign currency
- Maintained friendly and professional customer interactions