

Tamia Roberson

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Objective

Bachelors Integrated Health science major. BLS/CPR certified with a TEAS score of 84.7. Energetic and performance-driven customer service representative with 7- years of experience improving customer satisfaction, and successfully defusing the toughest customers. Excellent communication and interpersonal skills and the ability to respectfully interface with executives from various departments and divisions. Microsoft skilling and excel skills along with analytical database.

Education

BACHELORS | JUNE 2023 | KENNESAW STATE UNIVERSITY

- Major: Integrated health science

Certifications/ Leadership program

- BLS/CPR certified by American Heart Association (2020-2023)
- C5 youth leadership (2013-2018)

Qualifications

Goal-oriented, highly analytical, and performance-focused professional with wide-ranging experience in customer service and health care professionalism, including risk assessment and process optimization. Possesses abilities in leading, planning, and implementing policies, and procedures to improve customer service and increase efficiency. Exemplify strong communication skills in coordinating with clients, staff, vendors, and upper management to fulfill responsibilities while assuming various roles without lessening quality and productivity.

Experience

AUTO AGENT | SENTRY INSURANCE | APRIL 2022 – CURRENT

- RESPOND TO TELEPHONE INQUIRIES, PROVIDING QUALITY SERVICE TO CUSTOMERS AND ASSOCIATES INQUIRING ABOUT THE AVAILABILITY OF LICENSE STATUS AND STATE FILINGS.
- LISTEN ATTENTIVELY TO THE CALLER NEEDS TO ENSURE A POSITIVE CUSTOMER EXPERIENCE
- ACCESS ELECTRONIC AND PAPER COPY CATALOGING SYSTEMS TO LOOK UP STATE FILINGS AND IMPLEMENT VEHICLE INFORMATION INTO THE DATABASE.

HEALTH INSURANCE REPRESENTATIVE | CARENET HEALTHCARE | OCTOBER 2021 – APRIL 2022

- Ensured the customer has great customer service with being providing insurance within their budget
- Strive for quick complaint resolution; commended by a supervisor for resolving problems on the first call and avoiding escalation of issues.
- Respond to telephone inquiries from the provider office, HIPPA validation, provided CPT coding verification and processed CPT coding and PA authorization.

Sales advisor| Nike | September 2020- May 2021

- Assisted in physical inventory and cycle counts
- Assisted in maintaining store appearance in accordance with Nike's stores' visual presentation standards and general housekeeping procedures.
- Demonstrated excellent product knowledge
- Provided exceptional customer service to the Nike customers
- Operated on the product of service systems

Sales advisor | H & M | August 2018- September 2020

- Provide the customer with great customer service
- Demonstrate excellent product knowledge
- Operated on the product or service system
- Meet and exceed established store and individual sales and performance goals daily
- Comply with H&M store's cash handling guidelines
- Advertise the company's products to the customers