

Latreece Kirkpatrick

Baldwin, NY 11510

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516-504-5183

Authorized to work in the US for any employer

Work Experience

Certifications Coordinator

NICE BUS - Garden City, NY

December 2014 to Present

- Manage Certification department by ensuring all data is up to FTA regulations
- Manage 100+ Client cases on monthly basis to assesses individual applicant's functional and mental abilities to utilize NICE, para transit
- Conduct face to face interviews to determine applicant eligibility

Reservationist

N.I.C.E Bus - Garden City, NY

December 2013 to December 2014

- Responsible for receiving 125+ inbound phone calls and scheduling of ambulatory services
- Provided relevant and vital information and answers regarding N.I.C.E Able Ride para-transit service
- Responsible for forwarding necessary eligibility documentation to partnering para-transit services nationwide

Customer Service Representative

HSBC Bank - Hewlett, NY

August 2012 to February 2013

- Responsible for handling client financial transactions
- In charge of customer service as related to billing, entering accurate and timely data into banking system, maintenance of accounts, statements and credit transactions
- Met daily goals by opening new client accounts, mortgages and loans

Education

MA in Psychology

Adelphi University - Garden City, NY

December 2020

BA in Psychology

C.U.N.Y-York College

May 2019

AA in Liberal Arts & Science

Queensborough Community College

August 2018

Skills

- Experience working with the Mentally and Physically Disabled
Computer: Proficient in Microsoft Word, Excel and PowerPoint
Social Media: Strong knowledge in social media platforms, Facebook, Instagram, Twitter