

TASHIA PENRICE

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Professional Summary

Qualified Candidate with excellent typing skills and excellent customer service abilities. Self-motivated administrative professional with efficiency-driven approach to handling administrative and filing needs. Highly organized with good multitasking, prioritization, and critical thinking skills. Familiar with managing schedules, coordinating paperwork, and serving customer needs.

Skills

- Document control
- Word processing
- Billing and Invoicing
- Time management
- Problem-solving skills
- File management
- Scheduling and calendar management
- Cash Handling
- Mail handling
- Sorting and labeling

Work History

Customer Service Representative, May 2022 to Present

Wellfleet Insurance – Springfield, MA

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Recommended products to customers, thoroughly explaining details.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Promptly responded to inquiries and requests from prospective customers.

Front Office Assistant, June 2021 to July 2022

MedExpress Urgent Care – Westfield, MA

- Adhered to strict HIPAA guidelines to protect patient privacy.
- Coordinated patient scheduling, check-in, check-out, and payments for billing.
- Managed multi-line phone system and pleasantly greeted patients.
- Checked patient insurance, demographic, and health history to keep information current.
- Transcribed phone messages and relayed to appropriate personnel.

- Kept waiting room neat and organized by stacking magazines, removing trash and cleaning glass.
- Enhanced office productivity by handling high volume of callers per day.
- Greeted visitors and customers upon arrival, offered assistance and answered questions to build rapport and retention.
- Completed patient check-in processes by verifying insurance and submitting forms to nursing team.
- Took more than twenty incoming calls per day, provided information and routed callers to correct personnel

Front desk Clerk and Night Auditor, March 2020 to June 2021

Quality Inn – Westfield, MA

- Retrieved mail, packages, and documents on behalf of guests, promptly verifying receipt and arranging for pickup or transmittal
- Calculated billings and posted charges to room accounts, reviewing charges with guests at checkout
- Contacted housekeeping staff and maintenance department immediately to resolve guest room issues
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process
- Resolved service-related problems and documented actions in system
- Collected room deposits, fees, and payments
- Welcomed each new arrival pleasantly and confirmed reservations and identification
- Politely welcomed arriving guests, providing room keys and information on amenities and policies
- Responded swiftly to room requests and other inquiries made via establishment website, email or phone
- Confirmed relevant guest information and payment methods to prevent fraud
- Collaborated with team members to handle guest requirements from check-in through check-out

Front End Supervisor, June 2018 to March 2020

Ocean State Job Lot – Westfield, MA

- Protection of company assets
- Establish and maintain a professional environment, ensuring the best possible experience for customers and sales associates
- Ensure compliance to company policies and procedures through proper handling of all transactions and corresponding documentation (i.e., refunds, check approval, employee discounts, price overrides, gift certificates and any other transactions requiring supervisory involvement)

- Training and supervision of all Sales Associates and Secondary Front End Supervisors on all front-end policies and procedures
- Scheduling to ensure proper coverage at the front end/service desk
- Coordinating immediate pre-screening of all applicants by store management
- Maintaining merchandising standards for register end caps and inboards
- Maintaining neat, organized and safe front end/service desk area
- Timely communication to store management of any issues
- Damages and returns are handled daily according to established company procedure
- Other duties as assigned

Shift Manager, April 2008 to December 2019

McDonald's – Westfield, MA

- Cross-trained crew members on different duties to increase coverage
- Addressed customer concerns, complaints, and questions, resulting in outstanding customer service ratings
- Coached crew during food preparation, controlled production levels, and tracked waste to manage costs
- Trained restaurant employees to prepare food, operate cash registers, and keep restaurant clean throughout shift
- Monitored employee food handling, safety, and uniform requirements
- Observed cash handling and security procedures during shifts to recognize and address issues with staff
- Assigned tasks to employees and oversaw opening and closing of restaurant
- Advised new employees on company procedures and policies to facilitate daily tasks and responsibilities
- Adhered to company standards and compliance requirements for operations and cleanliness of areas
- Cooperated with coworkers to improve customer experience and manage storefront
- Worked closely with team members to schedule breaks and shifts to meet state regulations

Education

BA Psychology w/conc in Child & Adolescent Development: Expected in 06/2024

Southern New Hampshire University - Manchester, NH

High School Diploma: 06/2007

Rockville High School - Vernon, CT

Additional Information

ACTIVITIES AND HONORS

- College Dean's List
- College Honor Roll