

TIFFANY MARIE YATES

Customer Service Representative/Administrative Assistant/human service and counseling
Ytiffany925@gmail.com | linkedin.com/in/tiffany-yates-5354231b0

Seasoned and meticulous professional with a strong focus on interpersonal relationships and a positive outlook. Highly skilled in CRM systems, bringing over a decade of experience with Microsoft Word, Excel, and various spreadsheet applications. Additionally. More than seven years of experience in customer service environments, complemented by ten years of refined organizational skills. Demonstrates a passion for aiding others while consistently upholding respect and kindness.

PROFESSIONAL EXPERIENCE

Certified nurse's aid
Abingdon health and rehab, Abingdon VA
2018-2019

Supervising and caring for mentally incapable elderly in dementia setting.

- Aiding elderly with everyday life tasks such as bathing, dressing, changing, and incontinence.

Certified nurse's aid
Brookdale assisted living, Bristol, VA
2019-2020

- Supervising and caring for elderly in assisted living settings.
- Aiding elderly with everyday life tasks such as bathing, dressing, changing, and incontinence.

Customer service representative
TTEC, Remote, VA
2020-2022

- Helped bank of American in the fraud department.
- Moved to CVS project aiding callers in making appointments for covid testing.
- Moved to the over-the- counter medication ordering project of CVS until project ended.

Customer service sales and management

Hibbits, Bristol, Va

2022- 2023 (6mo)

- Helped in sales and management duties.

Nutrition specialist

Washington county public schools, Bristol, Va

Late 2022-2023

- Helped with nutrition of children in Washington county school system.

Customer service representative

Results CX, Remote, Va

2023-2024

- Aided customers with healthy benefits through health insurances.

Customer service representative

Concentrix, Remote, Va

2024- present

- Aid members through member services in Aetna Medicare part C-D

House Cleaner

Connie Kiser, Bristol, Va

2017-current

- Executed all cleaning responsibilities.

EDUCATION

Career Studies Certificate in Nurses Aid

Virginia highlands community college, Abingdon, Va

Graduated May 2018

Career Studies Certificate in American Sign Language

Virginia highlands community college, Abingdon, VA

Graduated May 2024

Associate of Arts and Science degree in general studies

Virginia highlands community college, Abingdon, Va

Graduated May 2024

Bachelor of Art degree in Human Services and Counseling
Lindsey Wilson College, Columbia, KY
December 2024 - present

SKILLS

- Customer Relationship Management (CRM) platforms
- Engaged listening
- Compassion
- Proficient in Microsoft 365
- Ability to manage multiple tasks
- Client support
- Systematic organization
- Clear and effective communication
- Meticulous
- Proficient typing abilities
- Composure
- Appointment management
- Data input
- Collaborative teamwork

REFERENCES

Andrea Aspiote (276) 477-0910 Past coworker

Connie Kiser (276) 254-1683 past employer (cleaning and organizing)

John Adams (276) 525-5586 past coworker (Ttec)

Michelle Adams (276) 525-5638 Past employer (babysitting)

Miranda Eck (276) 642-5415 Manager (Washington county public schools)