**EDUCATION**

***North Central High School***

***Completed***

**SUMMARY OF QUALIFICATIONS AND SKILLS**

Customer-focused individual with 10 plus years’ experience who is acknowledged for talents in inspiring coworkers to excel and adapt to the demands of a challenging workload. Excellent communication and organizational skills along with strong worth ethics aimed at projecting a positive company image. Expert in delivering consistent customer service to ensure client satisfaction and service improvement.

***Key Qualifications:***

• Track record of handling customer inquiries in accordance to established service policies and procedures

• Able to depersonalize self from the customer while providing the highest level of high customer service

• Well-versed in resolving conflicts by understanding problems clearly and seeking out possible solutions through employing the creative thinking process •Strong MS Office skills including Excel Word and utilization review modules

•Exceptional teamwork abilities

***Core Competencies:***

• Communication • Self-control • Client account management

• Customer-satisfaction • Assertiveness • Follow up

• Documentation • Multi-tasking • Quick Response • Call Forwarding• Database Management

• Troubleshooting • Data Entry

• Technical Support • Data Updating • Billing and Disbursements

• PC Proficient • Compliant Processing • Departmental Coordination

**PROFESSIONAL EXPERIENCE**

**Transportation Coordinator,** *BNSF Logistics*  **2017-Present**

•Establish company routes concentrating on customer service.

•Ensure to dispatch all company drivers.

•Ensure to receive all phone calls from drivers any hour in day.

•Ensure to track routes to assure on time deliveries to enterprise customers.

•Review and arrange all transportation paperwork inclusive of driver logs, DVIR’s, trip reports and invoices.

•Review driver’s hours properly and submit apt timecards to payroll.

•Perform in collaboration with Transportation Manager to enhance load capacity and reduce damaged merchandise and loading errors.

•Handle client concerns and direct problems to suitable parties.

•Prepare schedule for external backhauls as well as review external backhaul prospects.

•Record driver concerns along with policy violations and direct main issues to Transportation Manager.

•Ensure to address safety infractions along with D.O.T. violations as recorded by Safety Director to every company driver.

•Support management team to supervise transportation personnel.

•Ensure compliance to all security as well as operational procedures.

**Contact Center Representative,** *Ascension Health Ministry Service Center*   **2014-2017**

•Answered, screened and processed over 200 calls daily using a call management system and web-based communications.

•Improved call management database efficiency by changing and updating contact information.

• Performed quality assurance and reported incidents/errors to Supervisor.

• Trained new employees to incorporate an efficient screening process.

**Account Manager,** *Prestige Delivery Systems*  **2014**

• Served as the lead point of contact for all customer account management matters

•Built and maintained strong, long-lasting client relationships

•Negotiated contracts and closed agreements to maximize profits

•Developed trusted advisor relationships with key accounts, customer stakeholders and executive sponsors

•Ensured the timely and successful delivery of our solutions according to customer needs and objectives

•Clearly communicated the progress of monthly/quarterly initiatives to internal and external stakeholders

•Developed new business with existing clients and/or identify areas of improvement to meet sales quotas

•Forecast and tracked key account metrics

•Prepared reports on account status

•Collaborated with sales team to identify and grow opportunities within territory

•Assisted with challenging client requests or issue escalations as needed

**Accounts Payable Coordinator/Receptionist***, Beech Grove Meadows* **2011-2014**

*•* Functioned as back-up to the Admissions Director, Medical Records Director and Business Office Coordinator.

•Successfully managed accounts payable, supervised control of inventory, and maintained equipment and technology.

•Directed incoming calls; initiated new vendor application process*.*

•Entered all invoices to be paid by check or bank draft

•Maintained and updated vender files

•Generated and balanced accounts payable reports to vendor statements

•Created and maintained file system to easily access vendor documents

•Supervised the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.