

Tamika Bell
tbell501@gmail.com

Phone: (810) 610-5751
<https://www.linkedin.com/in/tamika-bell-mlis/>
<https://tbell501.github.io/TamikaTheAnalyst2.github.io/>

CORE COMPETENCIES:

Microsoft Office | Google Workspace | Hubspot | Salesforce | Power BI | Jira | Confluence | GitHub | SQL
| Oracle | SAP | Tableau | Asana | Netsuite | Quickbooks Payroll | Sage 50 Accounting | Mortgage
Cadence | OMX Order-Motion | TalkEHR

PROFESSIONAL EXPERIENCE:

- Account Specialist***, SmartBiz Loans (Insight Global) 04/2023-08/2023
- Responsible for executing the sales strategies and pipeline for the company's small business offerings.
 - Conducting outreach to +100 businesses daily to build the sales pipeline, communicating the value proposition and engagement opportunities, and generating \$4 million + in sales in four months.
 - Maintained a deep understanding of the company's portfolio of products, regulatory compliance requirements, and broader industry and market trends.
 - Ensure the accuracy of sales cadence by maintaining and updating leads and campaign history.
- Medical Receptionist/LE***, Lifeguide Healthcare/Skn Karma 05/2018 - 04/2023
- Payment collections, insurance verification while handling phone-based payments or establishing suitable payment arrangements.
 - Efficiently oversee and coordinate scheduling of appointments, chart coding for billing, and comprehensive record keeping.
 - Perform vital signs measurements, document patients charts, prepare injections, and provide comprehensive assistance to the physician.
 - Educate patients on available treatment options, upsell products and services, and focus on client retention.
 - Administer facials, peels, hydrafacials, dermaplane, microneedling, waxing, and brow services.
 - Sell memberships for wellness services provided.
 - Conduct product inventory checks.
- Manager/Sales***, The Sweet Leaf 04/2021 - 12/2022
- Ensure store compliance by utilizing SaaS platforms and adhering to all local, state, and federal regulations (generating all required reports, paperwork, and accurately recording information in state tracking systems such as Metrc, LeafLogix, and LeafLink).
 - Implement and oversee overall compliance and security, reporting, and cash management procedures related to daily operations.
 - Assist with interviewing, onboarding, training, and new hire documentation.
 - Perform weekly inventory audits and reconciliations, review sales, and financial analyses.
 - Assist in receiving and ensuring that all wholesale deliveries are compliant and accurate.
 - Coached and counseled sales personnel, assisting with individual selling efforts and helping sales representatives reach targets.
 - Reduced process bottlenecks by training and coaching employees on practices, procedures and performance strategies.
- Product Support Specialist/Sales Assistant***, Essendant/CPO 09/2015 - 04/2018
- Achieved consistent performance in the top 10% of CSR's, surpassing the contact quota.
 - Handled a high volume of customer requests via email, phone, and chat.
 - Tracked customer items and efficiently managed shipping tasks, including order rerouting, address change, returns, exchanged, and order cancellations.
 - Ensured high customer satisfaction by implementing proactive strategies that catered to customer needs and promptly resolved concerns.
 - Analyzed customer issues to identify the underlying causes and took appropriate actions to address product or service complaints. Provided updates to the sales department regarding

issues and returns.

- Offered product recommendations to customers, actively upselling and supporting the sales team with lead generation.

Servicing & Accounting Analyst, Generation Mortgage Co. 08/2013 - 04/2015

- Assisted 4 accountants with importing, updating and reconciling remittance reports on a daily and weekly basis.
- Assist with preparing reporting materials for presentations.
- Verify loan data and process LOC requests from borrowers, monitor loans.
- Process checks for the servicing/accounting department, maintain the check register.
- Entered account information and maintained accounts database to comply with generally accepted accounting standards.
- Participate in budget and forecast meetings, including P&L, cash flow, and balance sheet projections on a weekly, monthly, quarterly and annual basis.
- Research, post, and report accounts payable issues with vendors.
- Delivered reports to company leaders focusing on financial accounting, cost accounting and sales data to guarantee that organizational objectives aligned with daily operations of management.
- Applied codes to invoices, files and receipts to keep records organized and easily searchable.

AREA OF EXPERTISE:

- Scheduling, collections, medical insurance verification
- Adaptable and meticulous, with proficient priority management skills
- Proficient in utilizing work management software, digital tools, and SaaS platforms
- Capable of working collaboratively with diverse business units and independently
- Possesses exceptional strategic, critical and analytical thinking abilities
- Displays excellent communication and organizational skills
- Demonstrates advanced proficiency in search engine utilization and database searching
- Project Management, Budgeting and procurement, Project scoping and planning, Risk Management, Process improvement, Effective Stakeholder communication
- Data manipulation, analysis, research, vlook-ups, pivot tables
- Sales terminology, ICPs, buyer personas sales cycles, prospecting, cadence
- SPIN selling, BANT qualification, reaching out via cold emails/calls, LinkedIn prospecting, Zoominfo

CERTIFICATIONS:

- Aesthetics License/LE (MI #2705237533; GA #ES008067)
- Assistant Cosmetic Laser Practitioner (GA #2248)
- Life/Health/Accident/Sickness Resident Agent (GA #3594128)
- Georgia Notary
- Agile with Atlassian Jira Certification
- Google Project Management
- SQL for Data Science
- Fundamentals of Visualization with Tableau
- Good Energy Worldwide Dispatching Certification

EDUCATION:

Aesthetics, Atlanta Institute of Aesthetics
Bachelor's in Business Administration, Northwood University
Associates in Business Management, Mott Community College

