

TYANNAH MURPHY

North Las Vegas, NV

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#readytowork

Willing to relocate to: North Las Vegas, NV - Summerlin, NV - Las Vegas, NV

Authorized to work in the US for any employer



WORK EXPERIENCE

Customer Onboarding Specialist

Aces Dental

August 2020 to Present

- Become a Teledentistry.com product expert
- Provide detailed account walkthroughs and assist many new customers with implementation
- Clearly communicate account setup requirements and expectations with customers and key stakeholders
- Educate customers on Teledentistry.com's toolkit, capabilities, and best practices to simplify adoption and align expectations
- Record customer implementation needs, requests, and questions in Zoho and communicate to key Teledentistry.com stakeholders
- Ensure customers receive superior service
- Collaborate with the sales, finance, operations, and engineering teams
- Leverage feedback for continuous improvement to the onboarding process
- Develop a deep understanding of customers' business and operational objectives
- Listen carefully to information provided by customers and ask clarifying questions to ensure proper use of Teledentistry.com tools, apps and browser based functionalities.
- Establish strong relationships with new customer stakeholders and deepen relationships with existing customer stakeholders

Customer Service Representative

LogistiCare - Las Vegas, NV

September 2019 to January 2020

- Taking 100+ calls a day and providing excellent customer service skills
- Memorizing and following company policies
- Retaining important information and being able to resolve complaints(Call Handle Time Of 3 Minutes)
- Developing great friendly relationships with the members
- Having and showing respect for our valued members
- Being sympathetic and understanding of our members needs

Sales and Support Generalist

Victoria's Secret - Las Vegas, NV

November 2018 to April 2019

- Listening and selling products to the customers to fulfill their needs
- Making sure every customer is satisfied with the items they're looking forward to purchasing
- Very cooperative to help support sales segments as a team
- Answering the phone in a polite manner, cashiering, cleaning the cash wrap up, and keeping customers updated with the newest coupons, seasonal sales and promotion deals
- Replanning the store to keep it clean



EDUCATION

High school diploma



SKILLS

- Sales Support
- Business Development
- CRM Software
- Account Management
- Salesforce
- Sales Support
- Salesforce
- Business Development
- Account Management
- CRM Software
- Order Entry
- Negotiation
- Pricing
- Word, Excel, PowerPoint, Outlook, OneNote (3 years)
- Front Desk
- Medical Receptionist
- Microsoft Excel
- Customer Service
- Microsoft Office
- Payroll
- Event Planning
- Human Resources
- Employee Orientation
- Recruiting
- Administrative Experience
- Marketing
- Presentation Skills
- Outside Sales
- Inside Sales
- SAP

- Project Management
- Sales Management
- Cold Calling
- Research
- Bookkeeping
- Forecasting
- Purchasing
- Personal Assistant Experience
- Management
- Quality Assurance
- Merchandising
- Relationship Management



ASSESSMENTS

Verbal Communication — Proficient

July 2020

Speaking clearly, correctly, and concisely.

Full results: [Proficient](#)

Customer Focus & Orientation — Proficient

July 2020

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

Medical Receptionist Skills — Highly Proficient

July 2020

Managing physician schedules and maintaining accurate patient records.

Full results: [Highly Proficient](#)

Data Entry — Highly Proficient

July 2020

Entering data quickly and accurately.

Full results: [Highly Proficient](#)

Scheduling — Proficient

August 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Proficient](#)

Outside Sales — Familiar

August 2020

Understanding and responding appropriately in sales scenarios, and performing common sales calculations.

Full results: [Familiar](#)

Inside Sales — Familiar

August 2020

Understanding and responding appropriately in sales scenarios, and performing common sales calculations.

Full results: [Familiar](#)

Call Center Customer Service — Completed

July 2020

Applying customer service skills in a call center setting.

Full results: [Completed](#)

Customer Service — Familiar

July 2020

Identifying and resolving common customer issues.

Full results: [Familiar](#)

Accounting Skills: Bookkeeping — Completed

August 2020

Calculating and determining the accuracy of financial data.

Full results: [Completed](#)

Administrative Assistant/Receptionist — Completed

August 2020

Using basic scheduling and organizational skills in an office setting.

Full results: [Completed](#)

Medical Terminology — Completed

August 2020

Understanding and using medical terminology.

Full results: [Completed](#)

Active Listening — Completed

August 2020

Actively listening and appropriately responding in conversations.

Full results: [Completed](#)

First Aid — Completed

August 2020

Treating common medical emergencies.

Full results: [Completed](#)

Sales Skills — Familiar

July 2020

Influencing and negotiating with customers.

Full results: [Familiar](#)

Patient-Focused Care — Completed

July 2020

Addressing concerns and using sensitivity when responding to needs and feelings of patients.

Full results: [Completed](#)

Work Style: Reliability — Completed

June 2020

Tendency to be dependable and come to work.

Full results: [Completed](#)

Written Communication — Completed

August 2020

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: [Completed](#)

Customer Focus & Orientation — Proficient

July 2020

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

Memorization — Completed

August 2020

Committing product or merchandise information to memory and recalling it at a later time.

Full results: [Completed](#)

Working with MS Word Documents — Familiar

August 2020

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: [Familiar](#)

Numerical Reasoning Skills — Completed

August 2020

Quickly and accurately performing basic mathematical operations, recognizing numerical sequences, and interpreting graphs.

Full results: [Completed](#)

Attention to Detail — Proficient

August 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Completed

August 2020

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: [Completed](#)

Composing & Sorting Email with Gmail — Completed

August 2020

Effectively composing and organizing Gmail messages.

Full results: [Completed](#)

Composing & Sorting Email with Microsoft Outlook (PC) — Completed

August 2020

Effectively composing and organizing email messages in Microsoft Outlook.

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.



ADDITIONAL INFORMATION

Front desk