

Detra Pollard

Loyal Customer Service Rep

Las Vegas, NV

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5204066706

To acquire a long term position with an employer devoted to Outstanding Service.

Authorized to work in the US for any employer

Work Experience

Loan Specialist

Soaren Management - Las Vegas, NV

September 2019 to Present

Place outbound/ inbound calls to loan applicants to verify and process personal online loans.

Concierge Representative

Knoah Solutions - Las Vegas, NV

March 2018 to September 2019

Placed outbound and received inbound calls regarding homes for sale listed on Zillow.com and connected perspective buys with local realtors.

Lyft Driver

LYFT, Inc - Las Vegas, NV

March 2017 to November 2018

Transport Lyft riders throughout Las Vegas area.

Seasonal Trainer/Patient Care Advocate

EGS/Alorica

October 2011 to March 2017

Manage and train new hire employees for pharmacy benefit customer service. Prepare lesson plans, create work tickets for network access, monitor calls and coach agents to success, and manage time keeping reports.

Patient Care Advocate: Answered inbound/outbound calls, assisted customers with prescription refill orders, tracked packages, collected payments, verify insurance eligibility and coverage, request prior authorizations and light trouble shooting on the website.

Application Specialist

iQor

October 2010 to May 2011

Answered inbound calls and assisted customers with billing questions,

Trouble-shooting, collecting of payments, and processing of refunds.

Driver/Receptionist

Academy of Math & Science

December 2007 to June 2009

Van Driver: Transported students K-12 in a 10 passenger van to and from school each day.

Receptionist: Answered inbound calls entered attendance records, filing, faxing and light typing and cleaning front office.

Lead Trainer

ENVIRONMENT CONTROL

April 2007 to October 2007

Trained new employees on the various cleaning duties required for each specific account. Drive the company vehicle to various sites, armed and disarmed security alarms. Performed quality assurance inspections, and reported progress to management. Ordered supplies, and performed general cleaning as needed.

Accts Receivables Rep

Sprint/Nextel

April 2003 to February 2007

Researched missing payments, transferred funds between accounts, and Issue credit/refunds to customers. Collected payments and worked with Banks to insure proper balancing and posting. Sorted and Delivered mail throughout the site.

Education

Diploma

Rincon High School - Tucson, AZ

August 1990 to May 1994

Skills

- Van Driver
- Insurance Verification
- Cold Calling
- Office Administration
- Underwriting
- Quality Assurance
- Commercial Cleaning
- Typing
- Microsoft Word
- Data Entry
- Credit Analysis

- POS
- Sales
- Loan Origination
- Time management
- Microsoft Excel
- Front desk
- Microsoft Outlook
- Cash handling
- Customer service
- Loan Officer Experience

Additional Information

Skills: Typing 40 wpm, fax, copier, scanner, and POS systems.

Knowledge in Microsoft Word, Excel, and Power Point.

Knowledge of Department of Education School Master Software