

THAI JONES

725-321-3409 thaisredhj26@gmail.com

My name is Thaisredh Jones, ever since I've moved to Las Vegas from Manhattan New York I began a new career path as a call center Specialist. Being a natural at sales and most of all a people person, I began thriving and enjoying every facet and challenges of working at a call center as well as establishing prosperous prospects relationships. My current goal is to bring my accumulative expertise as a Tele-communications Specialist to

- Tech Savvy; proficient in Microsoft productivity software.
- Active Listening.
- Adaptability.
- Knowledgeable in the application of multiple dialer software. Ex : 69, zoiper.
- Coachability.
- Inbound and outbound call handling.
- Experienced in Sales Consulting.
- Motivational Public Speaking.
- Strong in client communication and negotiation.

WORK EXPERIENCE

SITEL USAA Insurance Agent 2019-2020

420 East Pilot Rd , Las Vegas , NV.

- Tested above the 80 percentile and passed the Nevada Insurance Commission State Test .
- Successfully completed training on theory and practical knowledge through ExamFx application.
- Provided excellent service to Military Personnel as well as family members.
- Maintained consistent speed and accuracy while simultaneously working with dual screen applications.
- Appropriately deescalated calls assuring member satisfaction with comprehensive knowledge of USAA policies as well as Sitel's guidelines.
- Educated Members on optimal coverage to keep Our Heroes and family members safe.

Executive Administrative Assistant-

Methodical Management, Manhattan, New York

- Provided general administrative and clerical support including: calendar management, mail distribution, scanning and faxing and copying to CEO, Directors and Management
- Utilized expertise to make travel arrangements on a national and international level
- Prepared and modified documents including invoices, correspondence, reports, drafts, PowerPoint presentations, memos and emails
- Provided exceptional customer service answering high volume calls upwards of 200.

Heidelberg Highschool Dodea.
Highschool Diploma class of 2005.

FortisCollege of Fort Lauderdale FL.

Medical Assistant Diploma 2013.

American Medical Technologist
Medical Assistant National Registration 2014.

American Red Cross
CPR/BLS/AED certification 2017.
