Shanice Hicks

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Clerical Professional

Reliable, resourceful and friendly customer service specialist with experience in diverse responsibilities. Possesses a high degree of enthusiasm and professionalism when working with the public. Highly energetic, outgoing and detailed-oriented. Passionate about exceeding expectations, improving workplace productivity and creating a positive environment for both customers and colleagues. Possesses the ability to type 48 WPM.

**SKILLS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| • | Supervisory Skills | • | Excellent Customer Service | • | Professional Trainer |
| • | Case Management | • | Mentor | • | Client Assessment |
| • | General Clerical | • | Group Presentations | • | Client Counseling |
| • | Eligibility Specialist | • | Multi-Line Phone System | • | Data Entry |

**PROFESSIONAL EXPERIENCE**

**Work from Home Customer Service Rep I,** Anthem, Las Vegas, NV 10/2020-03/2021

* Assisted customers over the phone with health insurance claims
* Answered all COVID 19 related questions

**Family Services Specialist II,** State of Nevada, Las Vegas, NV 07/2017- 07/2019

* Conducted client interviews for the SNAP, TANF, and Medicaid programs
* Managed client cases
* Determined whether to pend a case and what information is necessary to process the case
* Followed policy to determine correct eligibility and benefit amounts for all related cases

**Administrative Assistant II,** State of Nevada, Las Vegas, NV *11/2016 – 07/2017*

* Supervised 5-7 call center agents
* Participated in interviewing and selection process
* Generated monthly and yearly performance evaluations
* Assisted in the process of disciplinary and corrective action
* Randomly monitored call center agents calls
* Responded to governor’s emails and client webmail

**Administrative Assistant I,** State of Nevada, Las Vegas, NV *06/2015 – 11/2016*

* Took Welfare, Energy Assistance, and Child Support Calls
* Worked with Microsoft Outlook and Excel
* Registered Online Welfare and Medicaid Applications
* Trained all New Hires

**EDUCATION**

**Las Vegas High School (Las Vegas, NV)** 2011

High School Diploma