

JENEQUA THOMAS

Service Rep 2

jenequaprofessional@gmail.com

504-313-0669

Prairieville, La., 70769

Work Experience

Certified Nursing Assistant

Vie med Healthcare

Apr 2020 - Present

Improved medical examination efficiency for 25 patients daily, increasing throughput by 15%.

- Reduced patient anxieties pre - and post-operative, improving satisfaction by 20%.
- Enhanced wound care quality, reducing infection rates by 25%.
- Accurately measured and recorded vital signs, improving data accuracy by 10%.
- Property Inspector

Program Coordinator

Marthas Helping Hands

Jan 2017 - Present

- Community Outreach : Design and implement outreach programs that provide educational support and resources to young women, helping THE m stay in school and achieve THE ir academic goals.
- Workshop Facilitation : Organize and conduct workshops on personal development, time management, and goal setting to empower women to succeed in THE ir personal and professional lives.
- Resource Coordination : Collaborate with local schools and community centers to distribute educational materials and organize events that promote lifelong learning and self-improvement.
- Impact Measurement : Monitor and evaluate THE effectiveness of programs, gathering feedback to continually improve THE support offered to participants.
- Advocacy and Awareness : Raise awareness about THE challenges facing young women in education and mobilize community support to address THE se issues.

contractor

Vanguard emergency management

Jan 2018 - Mar 2023

- Claims Analysis and Adjustment : Expertly handled and assessed property claims, determining coverage limits and accurately defining THE scope of damages.
- Regulatory Compliance : Diligently maintained compliance with state regulations, ensuring all claims processes adhered to legal standards.
- Customer Service Excellence : Provided outstanding customer service, managing claimant interactions with empathy and efficiency, fostering trust and satisfaction.
- Damage Inspection : Conducted detailed inspections and evaluations of property damage to inform accurate claim adjustments and settlements.

Remote CSR Sales Account executive

Dish Network

Apr 2017 - Jan 2020

- High-Volume Call Management : Skillfully managed 100-150 daily customer calls, focusing on enhancing user satisfaction and streamlining service delivery.
- Strategic Problem Resolution : Successfully implemented a one-call resolution strategy, significantly reducing repeat customer inquiries by 20%, THE reb y improving operational efficiency.
- Sales Excellence : Consistently surpassed aggressive sales targets, contributing to a robust 15% increase in quarterly sales revenue through strategic sales tactics and excellent customer engagement.
- Remote Operation CSR

Sr Sales Consultant/CsR

Jun 2012 - May 2015

Gerry Lane Chevrolet

- Sales Achievement : Consistently surpassed monthly sales targets by 15%, employing advanced sales strategies and customer engagement techniques.
- Client Relationship Management : Fostered enduring relationships with clients, achieving a remarkable 30% increase in repeat customer visits through personalized service and trust-building.
- Cross-Departmental Collaboration : Strategically partnered with THE finance department to optimize sales processes, significantly boosting overall sales performance and customer satisfaction.

Core Skills

- , Experienced with Microsoft Office, Zendesk, and other customer service platforms., able to clearly convey information and handle customer inquiries efficiently.,
- Data Management : Skilled in analyzing data and managing customer information securely and accurately.,
- Problem Solving : Effective at identifying issues, analyzing problems, and providing timely solutions.,
- Adaptability : Comfortable adapting to new technologies and changing business needs.,
- Time Management : Capable of prioritizing tasks and managing workloads to meet deadlines in a remote setting.,
- Confidentiality : Committed to maintaining the highest degree of confidentiality and professionalism., Federal Regulations, Data-Driven, Data Processing, Process Improvements, Attention to Detail, Positive Attitude, Prioritization Skills, Sensitive, Healthcare, Customer Care, Health Insurance, Cafeteria Plan, Life Insurance, Long Term Disability, Medical Plan, Medical Care, Answer Inbound Calls, Assisting Patients, Communication Tools, Customer Relationship Management Software, Customer Support System, Employee Stock Purchase Plan, Identity Theft, Maintain Confidentiality, Medical Records, Order Fulfillment, Patient Communication, Pet Insurance, PowerPoint, Self-Motivation, Travel Assistance, Potential, Adapt Quickly, Customer Focused, Independent Thinking, Sound Judgement, Emotional Intelligence, Initiative, Productivity, Researching, Troubleshooting, Financial Services, Customer Needs, Establish Priorities, Pre-Employment Testing, Sales Reporting, SharePoint, Standard Work, Establish Priorities, Customer Needs, Pre-Employment Testing, Decision Making, Written Communication, Judgment, Organizational, Takes Initiative, Verbal and Written Communication Skills

Education

Western Governors University

Mar 2020 - Apr 2024

Bachelor of Science Health and Human Services

community college

Aug 2013 - May 2016

Associates Business

Jan 2006 - May 2009

High School Diploma General Education