Kayla Dale

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Education

Thomas Jefferson High School, Council Bluffs IA

- Highschool Diploma

Work Experience

Mutual of Omaha, Omaha, NE
May 2022 – Present

Customer Care Analyst II PRD, Life Operations

- Receive, analyze, and process incoming inquiries from external businesses to enroll new policies
- Process insurance payments for companies to ensure continued coverage for internal and external companies
- Process life/health retiree payments from Mutual of Omaha retirement pensions
- Build/Monitor multiple spreadsheets
- Monitor multiple inboxes to ensure positive relations between Mutual of Omaha and our customers.
- Organize and review Home Office reports month to month for Mutual of Omaha retirees/current employees

Mutual of Omaha, Omaha, NE
September 2019 – May 2022

Customer Care Analyst I, Life Operations

- Receive, analyze, and process incoming inquiries from internal and external customers
- Provides exceptional customer service by meeting and exceeding department standards related to customer satisfaction, attendance, productivity, and quality
- Provides easily understood resolution options with the desired outcome of creating a positive customer experience
- Assisted with training new hires by demonstrating best practices, continued coaching and following a new hire curriculum

Paycheck Advance, Omaha, NE
October 2016 – September 2019

Store manager/Bookkeeper

- Balance the incoming funds with outgoing costs to keep track of the overhead and money loaned
- Manage employees, implemented audits and handle escalations
- Debt collection
- Process loans daily for customers

Hyatt Reservation Center, Omaha, NE
August 2015 – May 2016

Customer Care Representative

- Worked closely with Sales, Event Sales and Event Planning Managers to ensure group reservations meet client's expectations and ensure guest satisfaction
- Process individual VIP and priority reservations as requested via internal request
- Directly communicate with clients for guest room specifications, changes, and cutoff date reminders

Certificates of Completion- Udemy

- HTML5 Essentials
- HTML&CSS Tutorial and Projects Course 2023
- Understanding APIs & RESTful APIs Crash Course
- Java Programming Crash Course
- Java Basics
- Interactive Dynamic JavaScript DOM

Technical Skills

- Payroll deduction
- Extensive customer service experience
- Mal systems
- Excel
- Accounting
- Basic HTML & CSS
- Basic Java & JS