**La'Tavia Roberts**

**Customer Service / Call Center Professional**

Resides: Cape Coral, Florida 33990

Cell: (786) 326-5673

Email: [Tavia4044@hotmail.com](mailto:Tavia4044@hotmail.com)

**An experienced customer service representative with expertise in call centers, developing protocols, and boosting customer acquisition by 30%. Has worked across various industries, including education, finance, eCommerce, and insurance. Known for a strong work ethic, reliability, and a professional, friendly telephone manner. Open to both contract and permanent customer service roles, with solid PC and typing skills.**

**Work Experience**

**Remote Call Center Agent**

**FTI Consulting (For USAA Insurance)**

(November 2024 – March 2025)

Working in a busy Call Center for claims

Dealing with inbound calls, emails and Chat

Amazon Connect call logging

**Hybrid Administrator (part time)**

**Starlight Development Center**

Florida

(January 2016-Present)

Managing day-to-day business and administrative operations including office functions, facilities coordination, records management, and communications

**Remote Customer Service Specialist**

**Nations Benefits**

Florida

(September 2023-March 2024)

Handled processing customer orders, ensuring accuracy

Provided responsive and professional customer service

Handled processing of 510+ customer orders, ensuring accuracy while reducing time-to-order fulfilment by 1+ business days.

Provided responsive and professional customer service to all inbound calls.

Collaborate with compliance with provider issues

**Teacher**

**Small Kids Academy**

Florida

(June 2015-June 2019)

Creating daily lesson plans

Overseeing learning activities

**Customer Service Coordinator**

**American Express**

Florida

(February 2006 to August 2012)

Managed detailed knowledge of various card products.

Managed team of 8+customer service employees, providing peer mentorship and guidance

Established customer complaint protocols, reducing time-to-resolution by 35% and increasing the rate of customer satisfaction

Developed and maintained detailed knowledge of 55+products, enabling immediate answers to customer inquiries about card benefits

Provided immediate answers to customer inquiries about card benefits.

**Education**

Miami Jackson Senior

High School Diploma