| **424 Morningbird Ct, Niceville, FL (850)333-2811 keila.bolen@gmail.com** | | | | |
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| Keila Bolen | | | | |
| Objective | I want to succeed in a stimulating and challenging environment, where I can use my talents and skills to learn, grow, and advance both personally as well as professionally. | | | |
| Professional Highlights | Project Management Identified a need for a centralized rewards program after being selected for an internal committee that rewards employees for their continued commitment to excellence  Eliminated the need for the Rewards and Recognitions committee by successfully creating a points system within the company that has been utilized across the market area  Created presentation including visual aids and presented program to fellow committee members, mid-level management, as well as upper level management with unanimous approval on each presentation.  Created PowerPoint presentations for Quality Committee, as well as suggested and implemented effective and creative recognition wall Quality AuditingManaged individual workload and capacity, to include prioritization and workload balancing, to effectively address organizational needsPrioritized work based on client deliverables and criticality of requirementsMaintained the ability to perform functions at all levels of a processIdentified opportunities for efficiency improvementsUtilized quality management best practices to meet client requirements and comply with all administrative procedures and guidelinesContinually and proactively maintained an expert level knowledge of the tools and processes required by the roleServed as a subject matter expert for assigned area of responsibilityProactively engaged in self\-development activities to support continued growth as a caring, successful professional who actively contributes to the success of the organization through adherence with all quality management practices and commitment to the organization’s visionOngoing monitoring of individual performance to identify development opportunities; identify opportunities for cross trainingWas responsible for supporting the overall quality strategy for Client Service Operations, in alignment with company strategy and business modelImproved quality of client services by providing input for comprehensive Standard Operating ProceduresAdhered to Client Services policies and procedures to ensure optimal productivity, as well as ensure client and customer centricityAccount Management (Business to Business) Acquired in depth industry and company knowledge in order to prepare complex proposals and make recommendations on equipment optimization and leasing options on new accounts  Effectively communicated pricing and service strategies as well as proactively engaging other business opportunities, referring internally as appropriate  Maintained current knowledge of external market trends and internal sales strategies and operational capabilities  Effectively used company sales productivity software tools (IE Prospect and Customer Database, Proposal program, Pricing tools, Etc.)  Communicated to and worked with sales managers to resolve unique customer issues  Increased revenue and profitability by executing sound plans on retention calls to improve the customers' service and/or profitability  Negotiated contract terms on new sales as well as retention calls to ensure customer satisfaction, while maintaining acceptable profit margin | | | |
| Skills | * Computer-literate performer with extensive software proficiency covering wide variety of applications * Proficient in Microsoft Office Professional Suite, including but not limited to Word, Excel, OneNote, and PowerPoint   Highly effective written and oral communication skills  Excellent listening, comprehension, and problem solving skills  Ability to think outside the box in order to come up with strategic solutions to unusual issues in a timely manner | | * Attention to detail with very close attention to quality and compliance   Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes  Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple concurrent projects  Proven team player with strong interpersonal skills  Dependable, responsible contributor committed to excellence and success | |
| Employment History | Quality Review, Audit Sr. Associate | Cigna Health and Life Insurance, Niceville, FL | | Feb 2012 - July 2015 |
| Customer Advocate -  CA II | Blue Cross Blue Shield of TX,  Waco, TX | | Dec 2008 - July 2011 |
| Inbound Account Manager | Waste Management,  Fort Walton Beach, FL | | Feb 2006 - Sept 2008 |
| Customer Service –  Sales | Citigroup,  Tampa, FL | | Feb 2005 - Nov 2005 |
| Education | High School Diploma | Niceville High School, Niceville, FL | | 1998 |
| References | References are available on request. | | | |