



Keshia Finney

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SUMMARY

I am dedicated and focused customer service representative who excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. In addition, I am a high achieving customer service representative with a track record of answering a high volume of incoming calls and outreach to customers for follow-ups in a timely and effective manner. Lastly, what sets me apart as an excellent candidate is that I am flexible and hardworking with a strong drive to succeed.

EXPERIENCE

Call Center Representative, Convergys

Eagan, MN — 2015-Present

I answer multiple calls and assist consumers with login issues, technical computer issues, as well as health insurance questions.

Accomplishments

- Promoted within the company to a higher call center position within a three month period
- Trained new hires on becoming great call center representatives
- Currently ranked highest in my call center for excellent customer service
- Resolved the most issues for consumers within the call center

Client Service Coordinator, Banfield Pet Hospital

Saint Paul, MN — 2013-2015

I assisted clients with scheduling vet appointments in person and over the phone. I also assisted customers by processing bills and collecting payments. In addition, I distributed medication and assigned prescriptions for clients.

Accomplishments

- Provided clients with home care instructions to assist the clients with after care for their pet's surgery
- Briefed the medical team of incoming patients as they arrived so they would be seen in a timely manner
- Ensured that the exam rooms were ready for the next patient so they could have a great clean experience

EDUCATION

Saint Paul College

Medical Records Certificate and Medical Receptionist Certificate— 2009-2011

SKILL

- Clerical and communication skills in a variety of settings
- Computer literate and proficient of all Microsoft Office programs
- Type 45 wpm
- Upbeat, positive attitude with a history of producing quality results and satisfied customers

REFERENCES

Available upon request