

CONTACT

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Portfolio
<https://mscyt.github.io/cytatum.github.io/>

SKILLS

SQL
R Programming
Data Analysis & Cleaning
Data Visualization
Data-driven Decision Making
Creative Presentations
Attention to Detail
Problem Solving
Communication
Teamwork
Adaptability
Research

SOFTWARE

Tableau
Microsoft Excel
Microsoft Word
Microsoft PowerPoint
Adobe InDesign
Adobe Photoshop
Google Sheets

EDUCATION

Google Data Analytics Certificate

Jackson State University
Bachelor of Business
Administration

Hinds Community College
Associate of Applied Science
Graphic Design Technology

CYNTHIA YVONNE TATUM

Exceptionally versatile business professional with outstanding organization, management, and leadership skills. Experience in collecting, transforming, and organizing data for analysis to help make informed decisions. Recently completed the Google Data Analytics Certificate – a rigorous, hands-on program that covers the entire scope of the data analysis process.

PROFESSIONAL EXPERIENCE

CVS Health, Flower Mound, TX

Patient Care Specialist

November 2020 – Present

- Process prescription refills and new orders for specialty patients to receive their life-sustaining medications
- Maintain confidentiality of patient data and condition at all times to safeguard health information
- Accurately update clinical information and resolve problems with insurance and billing to foster seamless delivery of medication
- Deliver excellent patient experiences with each call while meeting monthly KPIs

JCPenney, Flower Mound, TX

Merchandise Execution Associate

October 2019-January 2020

- Worked with team to monitor inventory levels and kept adequate stock in product displays on sales floor to appeal to customers and drive sales
- Advanced sales cycle plans by maximizing placement of promotions, point of sale material, and product visibility
- Provided exceptional customer service by answering questions regarding store merchandise, department information, and pricing

Verizon Wireless, Irving TX

Coordinator Business Operations

March 2012-April 2019

- Supported the B2B Sales Team with integrity by utilizing multiple systems to research and process requests submitted for Small Business, Strategic, and Government Accounts while providing quality customer service
- Reviewed and executed the terms of Federal, and State and Local Government contracts accurately on customers' accounts and orders
- Used Excel to clean data and create three months cost analysis to display recommendations for new rate plans and features for accounts by analyzing data, voice, and text usage to adhere to the customers' monthly budget
- Analyzed billing, corrected discrepancies, and generated reports to enhance the customers' experience and reduce churn
- Provided trainings and customizations of the online portal to customers to increase self-serve utilization, which increased sales and productivity for the sales reps
- Consistently met monthly productivity targets with 100% quality audit scores on work completed
- Managed several projects that proactively saved the company over a million dollars