<h1>Vonn Pettway</h1>

<h4>Phone: (205) 532-1796</h4>

<h4>E-Mail: vpett02@yahoo.com</h4>

<li>Relevant work experience in customer service</li>

<li>Strong interpersonal, analytical, problem-solving, and critical thinking skills</li>

<li>Proficiency in Microsoft Office</li>

<h2>Education</h2> <p>BA in Sociology (major)/Marketing (minor)</p>

<p>University of Alabama at Birmingham</p>

<p>Graduation Date: May 2008</p>

<h2>Work Experience</h2>

<h3>Disability Determination Service</h3>

<h4>Disability Examiner</h4><p>September 2010-Present</p>

<blockquote>Determine an individual’s eligibility for disability benefits under the Title II and Title XVI Social Security Act. Work involves conducting correspondence with the claimants, medical and other providers of information; evaluating claim documentation for sufficiency, consistency, and validity of medical and other evidence; authorizing consultative examinations, consulting with advisors; preparing reports of findings and determinations; navigates and maintains claim data, manage a caseload, and adjudicate claims using computer programs, formats and software.</blockquote>

<h3>DirecTV</h3>

<h4>Customer Service Representative/Technical Support</h4>

<p>July 2009-August 2010</p>

<blockquote>I took in-bound phone calls from customers to assist them with cable programming and/or equipment troubleshooting. I also provided advice to aid customers in determining the most suitable service plan for them based on their interest and need.</blockquote>