# **SKILLS**

* Incident dashboard technologies
* HIPAA compliance
* Effective communication
* Excellent organization
* Outstanding collaboration

**EXPERIENCE**

## **Nice Touch Healthcare Group, Chesapeake, VA** *- Accounting Assistant*

MARCH 2021 - PRESENT

* Manage correspondence with more than 10 healthcare providers
* Ensure adherence to HIPAA/PHI requirements
* Coordinate patient appointments with healthcare providers

## **Danni Harbor Technologies, Hampton, VA** *- Lead Customer Service Agent*

FEBRUARY 2020 - MARCH 2021

* Managed a team of 15 customer service representatives to ensure key operational metrics were achieved
* Trained customer service representatives to properly authenticate customers
* Provided social engineering training to customer service representatives

## **The Outfitters, Virginia Beach, VA** *- Sales Representative*

JULY 2019 - FEBRUARY 2020

* Interacted with organizational leadership and management staff
* Demonstrated an ability to manage and operate dashboard technologies
* Assisted in execution of visual displays, merchandising, and marketing strategies

**EDUCATION**

## **Google Cybersecurity Certificate** *- Online certificate*

AUGUST 20XX - FEBRUARY 20XX

**LANGUAGES**

English | French | Spanish