Latasha Mabry

59 Mill Pond Road. Apt G-34

Broad Brook, CT 06016

860-254-5038, 860-610-9925

SUMMARY:

Offering an award-winning track record of customer care excellence within high-volume environments that include.

QUALIFICATIONS:

* Excellent PC skills including Microsoft Word, Excel and Outlook, Internet research, email
* Ability to identify problem situations and effectively provide resolutions
* Excellent organizational skills and the ability to multi-task
* Interpersonal, written and oral communication skills
* Positive attitude and enjoy helping people, very effective working with diverse populations
* Accurately record, remember and verbally communicate detailed information

Professional Experience:

10/2009 - 10/2010 **Pocket Wireless**

Call Center Representative

Bloomfield, CT

Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information and selling product and services.

05/2006 - 10/2007 **Manchester High**

Office Assistant

Manchester, CT

Manage incoming telephone inquiries, admission appointment scheduling, extensive data entry, photocopying, and delivery of interoffice mail, general office support and assist with clerical projects as needed

1/2001 - 4/2006

Call Center Representative **Cigna Healthcare**

Bristol, CT

Answering incoming calls regarding medical claims inquiries from managed care providers and members, responding to member's and provider's regarding benefits

1/2000 - 1/2001 **Prohealth Labs**

Specimen Processor

Wallingford, CT

Process specimen for testing, data entry of specimen information Identifying problems with specimen types, missing information, and assigning the appropriate TIQ and when necessary.

7/1999 - 1/2000 **Airtouch Paging**

Customer Service Representative

East Hartford, CT

Handled incoming calls discussed billing invoices with customers taking payments over the phone personal and business checks as well as credit cards and created new paging accounts for our new customers and also selling pagers products and services

**EDUCATION**

June 1999 Rockville Adult High

High School Diploma Rockville, CT