

DeVonta L. Posey

5500 Sampson Street apt 2201 ♦ Houston, TX 77004 ♦ (810) 836-3205 ♦ dlposey13@gmail.com

Profile

Motivated, personable business professional with multiple customer-based positions. Broad-based background encompasses exceptional work ethic and commitment to organizational objectives within a highly competitive and rapidly changing marketplace. Flexible and versatile. Proven ability to thrive in deadline-driven environments; and also the ability to identify customer needs and present appropriate product/service.

Skills Summary

- ♦ SEO
- ♦ Inbound Marketing
- ♦ HTML/CSS
- ♦ Paid Placement
- ♦ A/B Testing
- ♦ Group Projects
- ♦ Social Media
- ♦ New Business Development
- ♦ Google Analytics

Professional Experience

UNITED HEALTH CARE.: SR. CUSTOMER SERVICE REP 11/2011-06/2014
HOUSTON, TX

- ♦ Resolving member/patient inquiries related to: Medical benefits, pharmacy benefits, eligibility and claims; Using multiple databases and resources.
- ♦ Referred unresolved customer grievances to designated departments for further assistance and/or investigation.

XEROX INC.: CUSTOMER SERVICE REPRESENTATIVE 01/2010-11/2011
HOUSTON, TX

- ♦ Resolving Sprint wireless customers issues; Offering service solutions based on customers interest to help increase value of the company while maintaining several performance metrics.
- ♦ Cross-trained and backed up other customer service agents serving as Team Lead and directly supporting Manager in bringing on new team members.

JP MORGAN CHASE AUTO FINANCE: COLLECTOR III 08/2009-12/2009
HOUSTON, TX

- ♦ Collect indirect auto loan accounts and negotiate payment arrangements with borrowers on high-balance accounts and high-risk delinquencies. Handle complicated skip-trace assignments; locate and contact customers by telephone and mail.
- ♦ Finished each month in top 10% for both money collected and accounts located throughout duration of my assignment.

MAXIMUM RECOVERY SOLUTIONS INC.: ACCOUNT MANAGER 03/2009-08/2009
HOUSTON, TX

- ♦ Locate and notify customers of delinquent accounts by mail, telephone, to solicit payment. Receiving payments and posting amount to customer's account; preparing statements for credit department.
- ♦ Maintained records of collection and status of accounts, while exceeding monthly goal for money collected and payments scheduled.

ACCESS BUSINESS SERVICES/ TESTING AUTHORITY INC.: SALES REP. 10/2008-12/2008
NORCROSS, GA

- ♦ Assist potential candidates in the hiring process with the United States Postal Service.
- ♦ Develop and implement strategic approach for selling preparation materials for Postal Battery Exam.

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HSBC BANK U.S.A.: COLLECTOR I

05/2007-08/2008

CHESAPEAKE, VA

- ♦ Perform outbound calls to card members with delinquent or over-limit balances to obtain payments on credit card accounts.
- ♦ Adjust fees, review financial situations and arrange repayment programs for cardholders who communicate financial difficulties.

CONVERGYS CORPORATION: CUSTOMER SERVICE REPRESENTATIVE

09/2004-12/2006

BATON ROUGE, LA

- ♦ Providing Sprint PCS/Nextel wireless customers with friendly and quality customer service, while upselling additional products/services: consistently exceeding all metrics
- ♦ Solving any billing or service inquiries from inbound customers and documenting each account in depth.

URBAN COMMUNITY YOUTH OUTREACH: TUTOR/COUNSELOR

06/1997-08/2001

FLINT, MI

- ♦ Tutoring children ages 7-12 during summer programs and day camps on aged-based curriculum.
- ♦ Keep account of a specified group of students during field trips and other outings.

FLINT COMMUNITY SCHOOLS: CAD DRAFTER

06/2000-08/2000

FLINT, MI

- ♦ Confirming accuracy of blueprints for every facility within the school district; used by Fire Marshal to update evacuation plans for each location.
- ♦ Transferring blueprints from original paper format into a digital copy using Auto-Cad software and scanning equipment.

Education

STARTUP INSTITUTE – CHICAGO, IL

Technical Marketing, Summer 2014

SOUTHERN UNIVERSITY AND A&M COLLEGE – BATON ROUGE, LA

Pursuing Bachelor of Arts in Architecture, 2004-2006

LAWRENCE TECHNOLOGICAL UNIVERSITY – SOUTHFIELD, MI

Pursuing Bachelor of Arts in Architecture, 2003-2004

Website/Social

LINKEDIN PROFILE

www.linkedin.com/in/devontaposey

PERSONAL WEBSITE/BLOG

www.devontaposey.com