

SHENIKWA SIMPSON

878 W Wintergreen Rd • Lancaster, TX 75134 • (214)878-9058 • shenikwa5@gmail.com

Objective: To secure a position in an environment that will enhance my knowledge and career, where I can perform my job according to the strong technical, administrative and interpersonal skills that I have obtained.

Professional Experience

Aetna Insurance-Health Concierge July 2008-Present

Provides targeted, personalized service based on a holistic view of the member, benefits, health information, and through engagement. Assist insurance policy holders with their medical benefits. Assist with obtaining and updating subrogation information. Handle customer service inquiries and problems via telephone, internet, web-chat or written correspondence. Ask probing questions to identify the underlying customer needs. Provide technical support to online members.

Contributions:

- Responds quickly to meet customer needs and resolve problems
- Coaches, trains and assists in the development of call center staff. May participate and/or lead special projects/initiatives addressing service issues.
- Resolves issues without or with limited management intervention

Drivetime- Account Representative September 2007-June 2008

Assist customers with financial transactions i.e. making payments, payment arrangements, payment assistance, rewriting loans, and collection efforts.

Contributions:

- Locate customers using credit bureau information, background checks, loan documents, and other paperwork or databases
- Ensure all customer information is correct, including phone numbers and addresses
- Contact customers via telephone, email and fax

Neiman Marcus- Customer Service Rep July 2006-August 2007

Assist customers with placing catalog orders via online, telephone, or fax. Also, assisted with returns, tracking packages, overnight and special deliveries.

Contributions:

- Processed customer payments
- Processed catalog/internet returns
- Handled customer service issues in a timely manner

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shenikwa5@gmail.com

Citigroup N.A.- Customer Service Rep

October 2004 - July 2006

Primary point of contact for customers, answering inbound telephone calls from credit card holders.

Contributions:

- Responded promptly to customer inquiries via telephone, letter, and/or e-mail – always in a professional & efficient manner.
- Efficiently handled customers' questions and inquiries regarding their credit card accounts.
- Promoted the benefits and values of the company's products and services.

EDUCATION & TRAINING

Cedar Valley College-Lancaster, Texas
Subject Matter Expert-Subrogation claims

ADDITIONAL DEVELOPMENT COURSE WORK

Arlington Women Employee Resource Group 2013
Arlington Culture & Diversity Group-Culture Spark Advocate 2013
Mentor Program Coordinator 2015