

DESTINEY MONROE

Destiney.monroe1124@gmail.com

214-734-6406

OBJECTIVES

My goal is to be a part of a company where there is growth potential for someone with my career experiences and skill set. I am highly motivated, and believe that my communication skills, commitment to excellence, and compassion for others make me an ideal candidate for a role in the healthcare industry.

EDUCATION

EASTFIELD COLLEGE

2018 Associate of Science in Healthcare Administration

EXPERIENCE

COMERICA BANK | DALLAS, TX

Customer Service Representative 04/2017 – Present

- Answer incoming calls
- Assist customers with account information
- Research and adjustment
- Make outbound calls
- Account Verification

Ace Cash Express | Mesquite, TX

Cashier 10/2016 – 04/2017

- Provided check cashing services to customers
- Opened and assigned new client accounts
- Researched and resolved billing and invoice issues
- Reconciled batch summary reports for verification and approval
- Process Loans

Chase Bank | Corsicana, TX

Bank Teller 5/2015 – 7/2016

- Managed customer deposits and withdrawals
- Assist supervisors with daily retail banking customer operations
- Educate customers and resolve customer issues in everyday banking transactions

ResCare| Corsicana, TX

Healthcare Provider 12/2013-06/2015

- Assist mentally challenged residents with everyday living activities
- Provided compassionate round the clock care for resident

SKILLS

- Understanding of confidentiality and privacy
- Great organizational skills
- Attention to detail
- Excellent computer skills
- Quickly comprehend new processes

REFERENCES***Professional******Thomas Brown***

Comerica Bank

Team Lead

Phone: 214-986-1357

Kayla Tanner

Assistant Manager

Chase Bank

Office: 903-874-5661

Keshayla Wade

Supervisor

ResCare

Phone: 903-851-2653

Personal

Sharonda Ross

Mesquite Tree Rehabilitation Center

Phone: 214-900-7652

Lanetia Crawford, BSN

Kindred Home Care

Phone: 254-744-5995

Barbara Clark

Kindred Hospital

Phone: 469-500-6057