Kimetrica Williams

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OBJECTIVE

Seeking a position that offers growth and the ability to work in an environment that enables one to work as a team player and a team leader. One various ideas and aspects to help everyone in need.

Experience

One Exchange - Customer Service Representative

10/14-01/18

• Ability to maintain professionalism while working with customers

• Consistently provide top-tier, high-level customer service to our clients/customers

• Maintain and update customer records as required to provide quality service

• Promptly and courteously respond to customer inquiries and/or refer them effectively to someone who can assist them

• Use problem solving skills to identify root causes of service related inquires and provide feedback on how to resolve customer issues

• Communicate effectively with other departments within Extend Health and its partners to build positive relationships and resolve service related inquiries within the service level agreements set by the company

• Communicate customer concerns with Team Leader and/or Unit Manager to promptly and effectively address any outstanding issues

• Communicate any telephone or system defects with Team Leader and/or Unit Manager to promptly overcome any potential problems

• Ability to abide by Extend Health policies and procedures

• Other duties as assigned

Angels of Care pediatric – Caregiver

12/10 current

• laundry

• help client with homework

• take client to park

Connextion Inc. – Customer Service Representative

07/13-01/14

• enroll members into health plans

• provide pharmacy info

• look up drugs for members

• dis-enroll

• provide coverage determination

• submit grievances

Catastrophe Management – Customer Service Representative

10/12-01/13

• inbound & outbound

• call insure to gather claim info

• assign adjuster to claims

• provide adjuster info to insure

• mail of attorney info to insure

• send Fed-Ex envelope

• set appointments to have salvage yard pick up vehicle

Securus Tech (Carrollton TX) - Customer Service Representative

07/12-10/12

• take any monetary payments

• assist family and friends set up acct

• provide rate info on collect calls

• add and remove numbers

• run credit checks

• ensure no complaints are merited

Instant Tax Service – Manager

12/11-03/12-seasonal

• Answer Complaints

• File Tax Returns

• Open and Close Office

• Deal with Monetary Items

Warrantech Inc. (Bedford TX) – Customer Service Representative

04/11-10/11-Seasonal

• taking inbound calls

• Process insurance claims

• Process claims for repair

• Email accountant for cancellations

• ensure no complaints are merited

• troubleshooting tool equip.

Telvista Inc. (Dallas TX) – Customer Service Representative

07/10-01/11

• taking inbound/outbound calls

• dispatch service provider

• call and get overrides on bill increase

• ensure no complaints are merited

• troubleshoot Verizon and virgin mobile dsl/mobile phones

AGAPE HOME HEALTH (MESQUITE,TX) - Caregiver

11/06-09/10

• taking care of patience

• cook & clean household

• laundry

Savitz Field and Focus (Dallas, TX) – Survey Representative

04/10-07/10

• taking inbound/outbound calls

• asking questions over phone to get clients qualified to participate in paid research studies

• ensure no complaints are merited

EDUCATION

01/01-05/05

L.G Pinkston High School DALLAS,TX

-High School Diploma

-National Honor Society

-Class Officer Position (3yrs)

-Honor Classes

\*\*\*References upon request\*\*\*