**BIANKA GLOVER**

2511 summer Tree Ln, Arlington, TX 76006 Ph: 4699880933 Gbianka39@yahoo.com

Top-Performing Associate With A Track Record Of Making An Impact

In Fast-Paced & Intense Work Environments

**SUMMARY OF QUALIFICATIONS**:

* Strong verbal and written communication skills
* Strong organizational, analytical and conflict resolution skills
* Excellent leadership capability.
* Proficient with Microsoft Office Applications
* Ability to work independently and function as a part of a team
* Performed customer transactions accurately and efficiently
* Prevented policy violated losses
* Highly organized and detail oriented.
* Committed to excellence through positive results and customer satisfaction.
* Able to multi-task
* Administrative Skills
* Mentor/Coach

**Work Experience:**

**Customers Service Advocate**

**United Healthcare - Irving, TX**

**Mar 2016-Present**

* Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
* Provide services to customers, such as order placement or account information.
* Conduct searches to find needed information, using such sources as the Internet.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
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* Review insurance policy terms to determine whether a particular loss is covered by insurance.
* Check to ensure that appropriate changes were made to resolve customers' problems.
* Determine charges for services requested, collect deposits or payments, or arrange for billing.

**Customer Service Manager**

**Walmart - Lewisville, TX**

**Mar 2013-Mar 2016**

* Resolve customer complaints.
* Issue and cash money orders.
* Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
* Create, maintain, and enter information into databases.
* Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Count money and audit money drawers.
* Answer customers' questions, and provide information on procedures or policies.
* Process merchandise returns and exchanges.
* Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.
* Assist with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers' items.
* Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
* Supervise others and provide on-the-job training.
* Stock shelves, and mark prices on shelves and items.

**Education:**

High School Diploma

Lewisville High school – Class of 2013

Keiser University

Medical coding and billing

Start: 10/22/2018- Current

**Skills:**

• MS Office: Word, Excel, PowerPoint, and Outlook • Able to Manage a team of individuals • Customer Service • Problem Solving • Answering Phone Calls • Clerical Work • Managing Documents • Administrative Work •Ability to Multi-task • Team player • Professional