**Shaniqua Williams**

5729 Drexel Drive, Garland TX 75043

shaniw198486@yahoo.com

214-893-0752

**Objective**

A position that will allow me to utilize a hardworking, and dedicated professional.

**Work Experience**

Countryplace mortgage LTD.(September 2016-October 2016)

\***Administrative assistant**

Provided general administrative and clerical support including mailing, scanning, faxing and copying to management.

Maintained electronic and hard copy filing system;

open, sort and distribute incoming correspondence.

Performed data entry and scanned documents.

Assisted in resolving any administrative problems.

Answering calls from customers regarding their inquiries.

Prepared and modify documents including correspondence, reports, drafts, memos and emails.

DEVAL(November 2015- September 2016)

\*C**ustomer service representative**

Respond to customer calls regarding a mortgage portfolio. Average daily calls are between 2,000 and 2,200. Typical calls in a day are questions about escrow, making payments over the phone, requests for payoffs, checking the status of modifications, late fees, and any other types of calls in regards to a borrower’s home loan. Agents will notate the accounts while on the phone with the callers and do basic research in the available systems to help the borrower or borrower’s representative.

Connextions (November 2013 – April 2014)

**\*Customer Representative**

Respond to inbound pharmacy and customer calls.

Perform duties related to the resolution of adjudicated prescription claims with regards to member eligibility, benefit parameters applied, determination of prior authorization or overrides and exceptions in the system.

Provide customer service and support.

Function as a primary resource in handling pharmacy and pharmacist contacts via telephone; calls ranging from routine to complex regarding insurance authorization, benefits, claims and general assistance.

Deliver the highest quality customer service through the execution of pharmacy and pharmacist interaction in a fast paced call center.

Complete customer service calls expeditiously, accurately and in a professional manner.

CMI group (June 2013 – November 2013)

**\*1st party 3rd party Collections-Customer service representative**

Making outbound and inbound calls in a call center environment.

Using effective communication and negotiation skills.

Collect payments on past due bills.

Inform clients of overdue accounts and amount currently owed.

Attempt to collect payment.

Record new commitment to repay debt.

Send statements of delinquencies to credit bureau.

ADT HOME SECURITY-Irving TX (September 2012 - March 2013)

**\*Customer service representative (CSG)**

Inbound/outbound duties, including troubleshooting all tasks that CSG and Outbound do.

Multi-task- may handle multiple signals at once.

Maintain active login to all billing platforms.

Review and provide basic billing information to customers when required and may take payments as well.

Compose and send update letters to customers when needed regarding account data.

Handle nearly all escalated customer concerns, with minimal management involvement.

Must work on multiple platforms simultaneously, including but not limited to Mastermind, CARMS, ADMIN, Informix, Multi-Screen, Telemar, etc.

HMS (January 2012 - July 2012)

**\*Insurance verification, Customer service representative**

Calling private insurance companies, Medicare, and Medicaid to obtain benefit information,

determining insurance compatibility with health-care provider programs, updating and refiling claims

verifying existing patient insurance coverage, and determining if an insurance benefit plan considers selected products appropriate based on patient need

JC Penney Home office (October 2007 - October 2011)

**\*Receptionist**

Answer phones and operate a switchboard.

Route calls to specific people.

Answer inquiries about company.

Greet visitors warmly and make sure they are comfortable.

Call persons waiting for visitor and book them a room to meet in.

Schedule meetings and conference rooms.

Perform basic bookkeeping, filing, and clerical duties.

**References**

Upon request

**Education**

Texas Southern University – Houston TX (August 2002 - August 2004)

Major- Health administration

Adams High School - Dallas TX (August 1999 - May 2002)