Tyonna Buckley

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| **2525 W Pleasant Run Rd Apt 1-o,** **Lancaster,** **Tx** **75146** **| (H) 6823338381** **| Taniriyah23@gmail.com** |

**Professional Summary**

Accomplished and energetic Customer service Representative with a solid history of achievement in Customer service. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include proving excellent customer service to the customers , active listening and leadership.

**Skills**

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| * Active Listening | * Patience |
| * Attentiveness | * Time management |
| * Hard worker | * Type 40wph |
| * Clear Communication. | * Interpersonal Skills. |
| * Leadership. • | * Negotiation. |
| * Complaint Resolution. Politeness/Etiquette/Tact. Adaptability/Flexibility. Cross Selling/Up Selling. Building Customer Loyalty. |  |

**Experience**

Customer service Representative 08/2017 to 05/2018

Teleperformance USA – Dallas, TX

* Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
* Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
* 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.
* Review insurance policy terms to determine whether a particular loss is covered by insurance.
* Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

Sale associate 11/2014 to 07/2017

Walmart Supercenter – Dallas, TX

* Preparing, packaging, and serving deli products to customers.
* Weighing and portioning food items.
* Maintaining high standards of hygiene.
* Greeting customers and keeping them happy.
* Selecting and packaging products ordered by customers.
* Filling, maintaining and rotating products and displays.
* Preparing special orders and party trays. Operating cash registers, meat and cheese slicers, oven, fryer, microwave, cutting tools, scale and other Deli equipment.

Pharmacy Help Desk 10/2012 to 05/2014

Connextions – Irving, TX

* Create, maintain, and enter information into databases.
* Respond to incoming calls from the customer Pharmacist on issues related to the customer prescription status inquiries.
* Guide and educate callers on their prescription benefits, use of plan, formulary, premiums and status of orders and claims or inquiries
* Ask appropriate questions and listen actively while documenting required information in computer systems.
* Identify issues and communicate solutions and steps to customers, pharmacies and physicians with prescription orders and reorders.

**Education**

Medical Billing and coding: May 2010

Remington College - Dallas Campus - Garland, TX

Translating information from patient records, treatments, tests, procedures, and diagnoses into the standardized codes used to bill patients and third-party payers such as insurance companies and Medicare.

High School Diploma: Jun 2009

Terrell High School - Terrell, TX