



Nakeita Roberts

Knowledge Management Specialist Candidate*

Imagine a candidate uniquely molded to excel as your next Knowledge Management Specialist: that's me (hopefully, fingers crossed). I'm Nakeita Roberts and I come equipped with a unique blend of skills honed through a diverse career in customer service, account management, medical billing, and technical support. My rise to Operational Excellence Senior Advisor at Republic Services and promotion to Team Lead at DAZN are living proof of my unwavering dedication, keen eye for detail, and effectiveness. These skills are complemented by my ability to adeptly engage with clients, devise proactive systems, and deliver stellar technical support for digital applications—skills that are tailor-made for optimizing Republic Services' CRC knowledge management tools. But that's not all: I'm tech savvy too. A graduate of [NuCamp's Web Development Fundamental Bootcamp](#), I've mastered the basics of HTML and CSS aligning perfectly with the qualifications for this role. If you're searching for a powerhouse of technical and interpersonal skills, I'm here to let you know I'm up for the task of driving innovation in Republic Services' knowledge management tools. Thank you for considering my application, and I look forward to hearing from you soon.

SKILLS & TECHNOLOGIES



CONTACT ME

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EXPERIENCE

Operational Excellence Senior Advisor, Republic Services

January 2023 - Current

In my current role as an Operational Excellence Senior Advisor at Republic Services, I've demonstrated a knack for efficiently handling escalated customer service calls with the utmost empathy and professionalism. My proactive approach to complaint resolution involves innovative solutions, developed in collaboration with the operations team and executed through tools like Salesforce and Knowledge Management Tools. This comprehensive strategy not only builds customer loyalty but also maintains a high standard of service excellence. My extensive experience with Knowledge Management Tools, coupled with my focus on collaborative problem-solving and customer satisfaction, positions me well to bring operational and content expertise to the Knowledge Management Specialist role.

Premier Advisor, Republic Services

May 2021 - January 2023

During my tenure as a Premier Advisor, I provided specialized third-tier customer support and adeptly managed escalated calls, handling them with empathy and professionalism. In addition to fielding inbound business inquiries about Republic Services' range of offerings, I played a critical role in building brand loyalty by addressing customer needs in a respectful and effective manner. My consistent performance in meeting or exceeding key metrics, such as sales activity and revenue, underscores my commitment to customer satisfaction and organizational goals. My high performance, effectiveness, and extreme attention to detail were recognized, enabling me to advance within the company.

Medical Billing Specialist, Meduit

November 2020 - May 2021

As a Medical Billing Specialist at Meduit, I took a proactive approach to reducing outstanding accounts receivable by adeptly managing self-pay inventory and adhering to stringent billing procedures. Leveraging Meduit Health Services' Inventory Management System, I made data-driven decisions on whether to engage patients or insurance providers for payments, achieving a significant reduction in unsettled accounts. Through persistent follow-up, I ensured that accounts were settled in full and in a timely manner. I utilized specialized software tools such as Athena, Cerner, and Salesforce to optimize billing and account management processes. My role also entailed clearly and effectively communicating financial policies to both patients and staff, thereby ensuring transparency and compliance within the organization.

Customer Service Representative & Technical Support, DAZN

June 2018 - November 2020

At DAZN, I began as a Customer Service Representative & Technical Support Representative, where I excelled in managing a high volume of customer queries with a 95% satisfaction rate. Utilizing CRM and ticketing systems, I provided real-time technical support, resolving 90% of issues on the first call. I collaborated with cross-functional teams, contributed to our internal knowledge base, and was often tasked with creating documentation for our day to day processes. Recognized for my initiative and effectiveness, I was promoted to Team Lead. In this role, I led process improvements that reduced average call time by 15% and initiated a peer mentorship program that increased team productivity by 10%.

Collections Representative, GM Financial

July 2017 - June 2018

At GM Financial as a Collections Representative, I managed a portfolio of over 300 delinquent accounts and was responsible for monitoring assigned accounts to identify outstanding debts. I planned and executed tailored recovery strategies, achieving an 80% successful resolution rate. My responsibilities included locating and contacting debtors to discuss payment statuses, negotiating payoff deadlines, and establishing payment plans. I effectively addressed customer questions and complaints, and when payment was not forthcoming, I promptly alerted superiors while also investigating any discrepancies. My proficiency in CRM systems ensured accurate tracking and facilitated data-driven adjustments to recovery strategies. Additionally, I served as a mentor for new hires, contributing to a 10% increase in departmental efficiency.

Flight Attendant, American Airlines

July 2015 - July 2017

As a Flight Attendant at American Airlines, I played a key role in ensuring safe and efficient flight operations while maintaining high-quality customer service. I actively assisted the Captain throughout each flight and complied with all relevant FARs, TSA, and DOT regulations. Conducting preflight inspections and promptly reporting any mechanical discrepancies were among my key responsibilities. This role demanded not only adaptability to rapidly changing situations and diverse groups of people but also the ability to work independently with a high level of ownership and integrity—skills that are vital for project-based roles like a Knowledge Management Specialist. Whether advocating for passenger safety or fulfilling administrative tasks, my commitment to crew coordination and professionalism was unwavering, honing my skills in quick decision-making and effective teamwork.

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