

# Shaun R. Adams

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## **OBJECTIVE:**

A dynamic individual looking to use existing skill-set and knowledge to obtain professional growth with exciting fast-paced growth-oriented company.

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## **EDUCATION:**

2016- 2018	Indiana Wesleyan University – Graduation BA May 2018	Major: Business
1996-2000	Eastern Kentucky University, Richmond, KY	Major: Communications

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## **KHESLC:**

*Customer Service Representative (student loans advisor) 4/2016-05/11/2018*

### **Responsibilities:**

- Educate borrowers and on available repayment options to meet their needs.
- Research account history to help plan the course of action to assist borrowers in each situation.
- Advise customers financially allowing for best outcome for borrower and department.
- Meet all deadlines in a timely manner as well as meet department objectives.
- Work well under pressure in all circumstances, keeping both borrower / lender in mind.
- Keep in compliance with all state regulations required in the processing and repayment of loans.

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## **Kentucky State Reformatory:**

*Corrections Officer 4/2008-4/2016*

### **Responsibilities:**

- Facilitate, promote and regulate the safety and security of 150 inmates and three staff members within the building.
- Select, hire, train and supervise inmate support staff for the dorm, which consists of 30 individuals.
- Organize and maintain payroll for inmate support staff.
- Establish rapport and develop professional mentoring relationships with inmates in order to work towards the facility's goal of rehabilitation.
- Coordinate with leadership to communicate institutional needs to staff and inmates
- Document incidents as they occur for leadership review.
- Conduct security rounds on a routine basis.
- Coordinate all administrative functions of building including paperwork and room changes.

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## **Humana:**

*Customer Service Representative 10/2006-01/2008*

### **Responsibilities:**

- Handled all in-bound customer service calls efficiently with high levels of quality assurance.
- Provided customers and healthcare agents with timely and accurate information.
- Communicated with pharmacies to verify coverage for customer pharmaceutical requests.
- Handled escalated customer service issues including billing, enrollment, and pharmaceutical questions and concerns.
- Assisted other teams as lead representative on several occasions.
- Routinely scored within the top 20% for quality response.

**Citigroup Financial:**

*Customer Service and Sales Representative*

*8/2004-10/2006*

**Responsibilities:**

- Handled all in-bound calls for Sears Credit Services Department in a consistent and timely manner.
  - Provided customers with additional protection and features for their account.
  - Handled escalated customer service issues.
  - Assisted the Point of Sale Department with additional needs as necessary.
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**Core Competencies:**

- Strong Self-Motivation
- Effective Communication Skills
- Adaptability/Flexibility when managing multiple priorities

**Other Qualifications:**

- Certified in Adult/Child/Infant CPR, AED, and First Aid through the American Red Cross
- Proficient in Microsoft Word, Excel, and PowerPoint
- Certified as Substitute Teacher
- Testing to become a full-time teacher in math grades 5 through 9, social science, and science.
- Management experience mainly in law enforcement correctional training as well as mentoring
- Weapons training and procedures training in law and enforcement
- Specialized behavioral training in dealing with behavior inmates and psychiatric inmates.
- Worked over 4 years in the Correctional Psychiatric Treatment Unit and have specialized training on dealing with behavioral inmates through verbal commands and social skills.