

Tashima Watkins

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Professional Summary

Worked with company systems such as live support and diligently completed all assigned tasks, working overtime as needed

Work History

Customer Service Representative

Sykes Enterprises - 251 John

James Audubon Pkwy

August 2016 to Present

Able to assist member and providers with claims, eligibility, and benefits adjustments via by phone

- Maintaining quality of service through quality assurance
- Assisted clients with service or billing matters.
- Inbound customer service support
- Customer service ethics
- Able to perform multi-tasking

Customer Service Representative

Mecantile Adjustment Bureau - 165

Mercantile Bureau

March 2015 to September 2015

Collection recovery inbound/outbound calls regarding nonsufficient funds to satisfy over drawn accounts. Taking payments via phone and setting up payments arrangements if needed. Also multitasking between various

types of calls including :frozen accounts and stop payments.

- Customer service ethics
- Able to perform multi-tasking
- Customer negotiation and persuasion
- Maintaining quality of service through quality assurance

Certified Nursing Assistant

*Father Baker Manor - 6400 Powers
Rd, Orchard Park,Ny*

June 2006 to November 2011

Experience certified nursing assistant. Develop skills to work with elderly daily living skills,provide good customer service skills such as patient care, taking vitals signs and meetr their needs.

- Moved clients in and out of beds and wheelchairs.
- Assisted clients with dressing and grooming.
- Assisted clients with range-of-motion exercises or other prescribed exercises.
- Changed, fed, and bathed patients.
- Changed beds, cleaned rooms, and emptied commodes.
- Assisted clients with personal hygiene.

Certified Nursing Assisant

Weinberg Campus

June 2006 to November 2011

Experience Certified Assistance developed skills,worked with the elderly dailky living skills provide good customer service skils such as patient care, taking vitals and meet their needs.

- Massage patients and apply preparations and treatments, such as liniment, alcohol rubs, and heat-lamp stimulation.
- Moved clients in and out of beds and wheelchairs.
- Assisted clients with dressing and grooming.
- Assisted clients with range-of-motion exercises or other prescribed exercises.
- Assisted clients with personal hygiene.

Education

High School Diploma: 1993

Kensington High School - Buffalo, New York 14211

: Administrative Assistant

Current

Bryant Stratton College - 465 Main St, Buffalo NY 14203