



# LAKEYSHA HILL

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## EXPERIENCE

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Over **Ten** years of customer service and sales experience.

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## PROFESSIONAL EXPERIENCE

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### Small business administration | Buffalo, NY

Disaster relief specialist (09/2018-11/2018)

Handled inbound calls as assisted with recovery efforts from people who were affected by hurricanes, also assisted them with help through the loan process.

### UnitedHealth care | Tonawanda, NY

Benefit Specialist (June, 2016- July, 2018)

Educated members on their health plans benefits and financial spending accounts. Also assisted with claims and billing.

### Keybank | Amherst, NY

Customer Advocate (Nov, 2015- June, 2016)

Inbound calls regarding checking and savings accounts along with credit cards and home equity loans.

Built rapport and taking ownership of calls while cross selling key products while servicing members needs.

### Iqor | Depew, NY

Customer service (Aug 2012- Nov, 2015)

Handled inbound calls for National grid customers regarding electric bills also processed payments and Set up payment arrangements.

**Ams Servicing** | Depew, NY

Inbound calls regarding homes that are going through the process of short sale/foreclosure  
Analyzed documents that are required by investors to make sure they are correct before accepting homeowners into a short sale program.

**Education** | Erie community college (2014-2017)

