

SALEM WHITMIRE

SALEM.WHITMIRE@GMAIL.COM - SALEMMIE.GITHUB.IO

—SUMMARY—

I'M A PASSIONATE, HARDWORKING DEVELOPER CREATING WEBSITES THAT WORK JUST AS GREAT AS THEY LOOK.

—EXPERIENCE—

INSIDE SALES REPRESENTATIVE

CMT USA, INC - GREENSBORO, NC

- DAILY ORDER ENTRY
- RESOLVED CUSTOMER ISSUES AND RESPOND TO RELATED REQUESTS
- COORDINATE WITH OTHER DEPARTMENTS TO ENSURE COMPLIANCE WITH ESTABLISHED POLICIES
- PERFORMED RECEPTIONIST DUTIES WHEN NEEDED

CALL CENTER ANALYST

TALON HEALTHY IT SERVICES - WINSTON-SALEM, NC

- PROVIDED ASSISTANCE TO PATIENTS NEEDING ACCESS TO THEIR ONLINE PORTAL.
- ENSURED PHI PROTECTION AS REQUIRED BY HIPAA.

TEAM LEADER

SOUTHERN VOICES INC - WINSTON-SALEM, NC

- HANDLED TECHNICAL AND INTERPERSONAL CONFLICTS IN A FAST PACED CALL CENTER ENVIRONMENT.
- BUILT STRONG RELATIONSHIPS WITH CLIENTS THROUGH POSITIVE ATTITUDE AND ATTENTIVE RESPONSE.
- WORKED WITH MULTIPLE SCHEDULING SOFTWARES FOR DIFFERENT CLIENTS.
- TRUSTED TO WORK OUTSIDE OF MY JOB TITLE DUE TO ADAPTABILITY AND DEPENDABILITY.

—SKILLS—

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| • HTML | • JAVASCRIPT | • DEBUGGING |
| • CSS | • TYPING SPEED 60 WPM | • PEOPLE SKILLS |