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| Ruby **Hill**  Austin, Texas 78726 646-982-5063  **Meldrina91@yahoo.com** |
| |  |  | | --- | --- | | * Proficient in Bookkeeping, Accounts payable and receiving * Proficient in Communication skills * Knowledgeable of research and investigative skills * Excel, PDF, Scope, Gateway, CRM, and Microsoft Word | * Expedient in learning new concepts and independent thinking. * Experienced in Microsoft Office, Excel and Word; knowledgeable of PowerPoint * Typing 45 wpm, Skilled in diverse office equipment usage | |

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| **April 2018 – march 2023**  **customer service agent, Charter Commication**  Problem resolution specialist for all customers routed to my special unit experiencing technical issues with their spectrum cable box, service and/or internet equipment. Ensure all authentication and verification are followed at all times l. Completed and created work orders for new and current customers. Provided all customers with excellent customer service. |
| **May 2017 – february 2018**  **Rental Sales Agent, Hertz Car Rental**  Respond to incoming inquiries from public and corporate entities via in person/telephone/or electronic providing instruction and direction as it relates to rentals and leases. Prepare and distribute office correspondence as appropriate sending documents to home office. Complete visual inspections of distributed and returned vehicles in the absence of staff. Reconcile on a daily basis cash and credit invoices received for rentals. Ensure the cleanliness of the facility. Provide customer service based on courtesy, professionalism and respect. Ensured car inventory was accurate annotating vehicles down due to service.  **October 2016 – january 2017**  **Sales associate, Old Navy stores, inc**  Daily; prepared clothing for sales by labeling prices, dressing mannequins, folding and shelving clothing articles on; provide customer assistance by searching for particular clothing articles by size and style. Answering store calls as it related to inventory. Cashier responsibilities: reconciling the register, receiving override approvals for reduced and clearance items. Contacted centralized customer service with regard to credit card payments. Checked packing slips versus inventory requests to ensure delivered items were in the count requested; advised supervisor and management when there were discrepancies.    **may 2016 – August 2016**  **licensed Sales Agent, Allstate insurance company**  Communicated with the public via: telecommunication devices, electronically and in person to propose insurance coverage by Allstate. Provided quotes and write ups of insurance proposals and assessed client insurance need based on household need. For potential sales customers were forwarded to central location for finalization.  **october 2015 – mAY 2016**  **gRILL oPERATOR, Waffle House**  Recorded customer meal selections via electronic menu systems. Seated customers when the Maitra d’ was occupied assisting other customers. Totaled customer bills and made modifications to the bill if necessary. Prepared customer selections utilizing a flat top grill and fry station. When short staffed manned the produce area preparing salads and dressing plates as per cooks specifications. Waited and bussed tables. Completed nightly food inventory to ensure adequate supplies of food stock and supplies. Completed reconciliation of delivered supplies based on completed food requisitions  **May 2017 – february 2018**  **pROXY sOLICITOR, kING TELESERVICES**  Provided customer service to shareholders contacted regarding the status of their proxy votes, and informing them of voting methods. Recorded customer votes via telephone and recorded votes for future stockholder meetings. Verified customer demographics based on stockholder database information. Updated information accordingly based on changes in household, marital status and death.  **May 2014 – february 2015**  **pHARMACY tECHNICIAN, CVS HEALTH**  Provided customer service assistance to customers via telecommunications, email and in person with regard to prescriptions to be filled. Contacted various insurance underwriters and unions to confirm and/or correct discrepancies in customer coverage and/or information. Maintained and monitored inventory ensuring that stock was maintained and when shortages occurred reached out to other CVS offices for emergency stock. Filled patient prescriptions based on direction from the pharmacist. Prepared customers receiving on site dosages and medication as directed by pharmacist. Rang sales and administered refunds when necessary under the direction of the store manager.  **oCTOBER 2012 – JULY 2013**  **CUSTOMER SERVICE/ WEB SUPPORT, AEGIS COMMICATIONS /HEALTH CARE**  Assisted senior aged consumers with both Web Site and customer claims support. Provided assistance and direction with Log-In trouble shooting, password resets, web-page guidance via remote access for the Humana website. Telephone assistance was rendered for pharmacy claims, investigative research regarding payments not recorded or extensions of coverage during hardships. Worked with various pharmacists providing override codes, and up-dating erroneous information on behalf of the customer for medical coverage. |
| **October 2009**  **ged, Granby high school** |