

Tiana Bell

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EDUCATION

Baltimore Community College, Baltimore, MD

2018–Current

Oakland Mills High School, Oakland Mills, Columbia, MD

2013

WORK EXPERIENCE

Administrative Assistant, Spectrum Medical, Silver Spring, MD

May 2016–Jan 2017

- Automated numerous internal systems which increased speed and efficiency within the company,
- Accepted additional responsibility to manage provisioning, training, and retail sales management.
- Prioritized and delegated tasks while still providing motivation and direction to create a positive work environment to ensure accurate on-time completion on all assignments.
- Created and coordinated work schedule to ensure coverage and efficient office operations.
- Strengthened the dealership reputation by providing expert technical explanations and resolving product disputes between customer, dealer and manufacturers.

Administrative Assistant, Aronson Medical, Essex, MD

Jan 2017–June 2017

- Processed patient billing and various medical insurance claims as well as union vouchers
- Installed and edited patient records on database
- Responsible for basic administrative office duties such as answering phones, scanning, filing and faxing
- Educated customers on various products including the application and durable medical equipment supplies
- Effectively managed and resolved customer inquiries and/or complaints, establishing recurrent clients and good working relationships
- Provided prompt, diligent and outstanding administrative support to staff members across a fast-paced DME practice, significantly reducing customer wait time

Sales Lead, Just Energy, Baltimore, MD

Feb 2017–Aug 2017

- Proficient time management skills and able to prioritize.
- Consistent performer, exceeded monthly quotas by 10% month over month..
- Accurately completed and maintained customer records for services and quality control measures.
- Appointed team captain and new hire trainer while being considered for supervisor.
- Expert level knowledge on department mission, team goals, and sales strategies
- Achieved periodic sales goals in a challenging and fast-paced environment
- Exceeded a diverse array of client expectations on a consistent, accurate, and timely basis
- Implemented various marketing and advertising techniques to generate new sales

SOFTWARE EXPERIENCE

Statistical Software: *R, Google Sheets, Microsoft Excel*

Insurance PoS system: *FastTrak*

Medican Software: *Brightree*

Other: *Excel, Word, Access, Powerpoint, FrontPage, Publisher, Outlook, OneNote, Google Docs, Google Slides*

EXTRACURRICULAR ACTIVITIES

<i>Youth Ambassador</i> , YouthWorks	Winter 2018
<i>Youth Leader</i> , Youth Empowered Society	May 2018
<i>Youth Advisory Board</i> , MODS Human Resources	June 2018

REFERENCES

Adryen Proctor, Peer Navigator, GLCCB, 2530 N. Charles St., 3rd Fl., Baltimore, MD 21218, Phone: +1 (410) 777-8145 x206

Danielle Meister, Human Resources Department Coordinator, Mayor's Office Department of Human Resources, 7 E Redwood St., Baltimore, MD 21207, Phone: +1 (859) 391-4808

Lisa Tracewell, Store Manager, American Eagle Outfitters, 10700 Little Patuxent Parkway, Columbia, MD 21044, Phone: +1 (410) 715-1644