

Tiana Bell

835 N Fulton Ave, Baltimore, MD, 21217

443-833-7363

tiana.e.bell@gmail.com

Education

Oakland Mills High School, Oakland Mills, Columbia, MD

Graduated 2013

Baltimore Community College, Baltimore, MD

Current Attendee W/S 2018

Software Experience; Microsoft Office: Excel, Word (50 wpm), Access, Powerpoint, FrontPage, and Publisher, Outlook, OneNote, Google Drive: Docs, Sheets, Slides, Brightree - Medical Insurance PoS system, FastTrak - Medical Insurance PoS system

Employment History

Spectrum Medical Silver Spring, MD

Administrative Assistant May 2016 - Jan 2017 (Full Time)

- 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'.

Aronson Medical Essex, MD

Administrative Assistant Jan 2017 - June 2017 (Full Time)

- 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

Just Energy Baltimore, MD

Sales Lead Feb 2017- Aug 2017 (Seasonal)

- 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

Extra Curricular Activities

Youth Ambassador, YouthWorks, Winter 2018

Youth Leader, Youth Empowered Society, May 2018

Youth Advisory Board, MODS Human Resources, June 2018

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REFERENCES

Adryen Proctor

Peer Navigator
GLCCB
2530 N. Charles St. , 3rd Fl.
Baltimore, MD 21218
(410) 777-8145 x206

Relationship

Peer Navigator and job source informant.

Danielle Meister

Human Resources Department Coordinator
Mayor's Office Department of Human Resources
7 E Redwood St
Baltimore, MD 21207
(859) 391 - 4808

Relationship

Current Supervisor

Lisa Tracewell

Store Manager
American Eagle Outfitters
10700 Little Patuxent Parkway
Columbia, MD 21044
(410) 715-1644

Relationship

Former Hiring Manager at American Eagle Outfitters from March 2015 until July 2015.