

Victoria Twumasi-Ankrah

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<https://twumasiankrahvictoria-source.github.io/portfolio/>

WORK EXPERIENCE

Piedmont Athens Regional – Athens, GA

Call Center Specialist - Telecommunications PT, Weekends

June. 2025 – Current

- Answering all calls directed to the hospital's main number.
- Serving as Lead Operator on the weekend night shift, completing and verifying service call information for Piedmont Athens Hospital.
- Assisting with general information inquiries and managing internal extensions.
- Efficiently, courteously, and accurately relaying call information with priority given to emergencies.
- Locating physicians, personnel, and patients through EPIC software, serving as major contact for all levels of personnel requiring on-call schedule.
- Safeguarding sensitive patient information.

State Farm – Dunwoody, GA

State Farm Billing Care Center Specialist III FT

Jan. 2024 – Current

- In-depth entry, servicing, and rating knowledge of all assigned policy programs; handles non-routine billing transactions and complex files via use of account breakdowns and other original correspondence.
- Utilized independent problem-solving techniques to navigate complex compliance scenarios, consistently maintaining high performance levels.
- Serves as a technical and procedural resource to assist with, research and resolve complex and broad policy/policyholder concerns which requires utilization of multiple systems.
- Analyzes and critiques general memos, procedural changes, and other general concerns; assists with the development, implementation and training of new procedures and workflow processes.
- Works independently to answer questions regarding complex financial service, policy, application processing, and service/billing transactions and may perform account maintenance and serves as a peer resource, assisting with employee quality review process.
- Processed service work items through internal systems (QSS & WLM) and ensured timely and accurate recordkeeping.
- Adaptability and professionalism during policy escalations and complex service scenarios.

State Farm – Dunwoody, GA

Retention Care Center Specialist II

Apr. 2023 – Jan. 2024

- Licensed agent assisting existing policyholders in 48 states with auto and fire policy coverage changes, documentation updates, and account maintenance.
- Delivered personalized policy education during every interaction to help customers understand coverage selections tailored to their needs
- Managed high-volume inbound and outbound communication across phone and chat platforms with first-contact resolution as a key priority.
- Using appropriate security measures when handling sensitive policy information & PII to ensure adequate disposal according to company guidelines and retention policies.
- Consistently exceeded department metric targets for productivity, quality, and customer satisfaction.
- Led huddles and team meetings as Change Champions Representative, communicating department updates to peers.
- Provide policy documentation such as proof of insurance and payment receipts.

Rick Hendrick Toyota – Sandy Springs, GA

Delivery Coordinator and Guest Services Representative

Sep. 2020 – Mar 2023

- Coordinated logistics and led in-person vehicle delivery processes; managed customer data and CRM records.
- Conducted follow-up communications and managed feedback channels to enhance satisfaction scores.
- Addressed escalated customer complaints after purchase.
- Conducted quality inspections of purchased vehicles prior to customer possession.
- Thoroughly explained vehicle features to customers and ensured proper app subscription setup.
- Sold Kahu add-ons and enrolled customers in subscription service.
- Audited gas receipt transactions for sales and service departments.
- Managed front desk operations as receptionist and directed incoming calls to the appropriate departments.

EDUCATION

Western Governors University – Salt Lake City, UT

Jul. 2024 – Current

B.S. in Cybersecurity

- ISC2 Member Certified in Cybersecurity

Rice University – Houston, TX

B.S. in Neuroscience

Aug. 2018 – Jan. 2020

- QuestBridge Scholar, National Society of Black Engineers Member, American Medical Women's Association Member

SKILLS

- Professional: Adaptability, Teamwork, Problem Solving, Organization and Documentation, Closing (Sales), Customer Service and Satisfaction, Time Management
- Core Competencies: Microsoft Office Products, Adobe Products, GitHub, Python