Monique Rollins

**Professional Experience**

**SP Express (contract)** 2/2016-7/2016

**Customer Service Representative** Budd Lake, NJ

* Responded to over 50+ inbound customer service inquiries
* Handled customer purchasing inquires, rebates, product recalls & return processing.
* Provided product information to customers and replied to their questions and concerns efficiently.
* Promoted services and plans offered by TMP’s various clients.
* Delivered literature and coupons upon request via e-mail.

**AST Funds Solutions (contract)** 4/2015 – 12/2015Ridgefield, NJ

**Call Center Representative**

* Handled approximately 65+ inbound shareholder customer service inquiries
* Worked diligently with management on new implemented policies/procedures

**Horizon Blue Cross/Blue Shield of America**

**Customer Service Representative**  9/2013 – 3/2015 Newark, NJ

* Responded to inbound/outbound calls within call center environment
* Assisted members with eligibility inquiries and discrepancies
* Daily communication with physicians, insured regarding co-payments and deductibles

**(Various Temporary Assignments)** 2007-2015

* Clerical office work
* Handled phone calls
* Document filing

**Essex/ Sussex County Juvenile Detention Center** 1999-2006

**Juvenile Detention Officer**

* Responsible for juveniles delinquents
* Managed environment for safety
* Responded to any urgent situations and followed policy and procedures

**Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Jackson State University -Jackson, Mississippi

Bachelors of Science Degree – Criminal Justice and Corrections