

AGENCY SALES RESOURCES

Summary

Seeking to secure a position with a well established company that prides in the growth of its employees. With the ability to showcase versatile knowledge in auxiliary mechanic I hope to build a lasting partnership with whom I gain employment.

Skills

- 2011 - 2012 2014
- Regular care coordinator
- Perform household task and run errands
- Perform personal care activities; hygiene, ambulation, eating, dressing, toileting and shaving
- Talk and give company to clients and participate in resident activities
- Take and record vital signs
- Assist with moving to Bath, bed, and wheelchairs
- Take care of pets
- Nurse Assistant/Caregiver
- Medical Case Management - Fort Worth, TX - 2009 to 2011
- Maintain and set up patient rooms
- Perform preventive maintenance on emergency equipment
- Assist with patient and family education
- Assist R.N. and L.V.N with sterile and non-sterile dressing changes
- CPR Qualified
- Answer multi-line phone, operate fax and copy machine
- Prioritize patient daily care according to acuity and scheduled patient procedures Conduct analysis and recommend suitable solutions to real time performance issues (4 years), Handle
- inbound calls and provide one-call resolution to problems reported (2 years), Responded to client calls and
- provided instructions for troubleshooting (2 years), Provided technical and analytical support at the call
- center (1 year), Proficient in MS Excel, word and various database management applications
- Proven ability
- to learn and operate software applications quickly (8 years), Analytics (1 year), Problem Resolution (Less
- than 1 year)

Accomplishments

- February 2014 to February 2017 Program: Non Lethal Weapons training to include; OC Certification, Baton Employment, and Close Range Subject Control (CRSC) Techniques ADDITIONAL INFORMATION The machinist deals with a series of different operations associated with machining work.
- It requires good training and skills to handle these tasks and hence, while writing a resume cover letter for the machinist position, you have to highlight your skills and expertise in handling advanced machines and technology, your keen interest in learning new technological inputs, professional experience etc.

Experience

Agency Sales Resources Jan 2017 to Current

Company Name i¼ City , State

- Agency Sales Resources - Provide support to State Farm agents and their staff, and to other State Farm associates .
- Providing a remarkable customer experience.
- Communicating with customers in a courteous manner using approved scripts via phone or written correspondence Provide accurate and timely customer service to external and internal customers, Provide centralized service to field leaders and agents.
- Answer inbound calls, determine purpose of caller and distribute to appropriate personnel.
- Proficient in Microsoft Word, Excel, Outlook,.

Personal Care Assistant Jan 2017 to Current

Company Name i¼ City , State

- Assist patients with daily activities, feeding, and personal hygiene.
- Administration of medications, companionship.

Captioning Agent Jun 2016 to Dec 2016

Company Name i¼ City , State

- Caption Telecommunications connections, IVR, Web Communications for the Deaf and Hearing Impaired.
- Customer Service Representative, Troubleshooting technical problems; create problem reports.
- Ability to multi-task to accomplish workload efficiently using analytical skills.
- Ability to maintain accuracy and production standards.
- Technical and Oral communication skills.
- Problem solving skills.
- Attention to detail and accuracy.

Waitress/Cashier/Hostess Jan 2016 to May 2016

Company Name i¼ City , State

- Operate a cash register including cash transactions, checks, charges.
- Greet customers in a timely, professional and engaging manner.
- Follow through on all customer questions and requests.
- Answer the telephone using the appropriate greeting.
- Observe customers and check identification for proof-of-age; deny sale of alcohol to underage or intoxicated customers.
- Maintain check-out area: fill register supplies, bags; wipe counter tops.
- Handle customer issues that may arise.
- Take food and drink orders.
- Meet and greet customers.
- Operate cash register and receive payment from customer in cash or credit card.
- Provide excellent customer care.
- Responsible for the cleanliness and organization of assigned food venue.
- Promote positive guest relations.

Education and Training

BA , Psychology ABA 2018 Kaplan University Psychology ABA

A.A.S , Business Administration General Pre 2017 Navarro College Business Administration General Pre

JST , Mechanical Machinist Mechanical Engineering 2014 Vincennes University MM A School i¼ City , State Mechanical Machinist Mechanical Engineering

General Studies November 2012 Cedar Valley Community College General Studies

Personal Information

Service Country: United States Branch: U.S Navy Rank: E-3

Willing to relocate: Anywhere

Skills

analytical skills, Agency, Attention to detail, call center, Call Center, Caregiver, Case Management, cash register, Interpersonal communication, Oral communication, CA, CPR, credit, client, clients, customer services, Customer Service, customer care, database management, doors, equipment operation, fax, hoists, HOME CARE, IVR, Listening, notes, Machinist, maintenance schedule, materials, mechanical, MS Excel, Excel, Outlook, word, Microsoft Word, Navy, Naval, Assist patients, personnel, copy machine, Problem Resolution, Problem solving skills, quality, Quality assurance, quick, real time, repairing, Sales, San, schematics, self-motivated, scripts, Telecommunications, telephone, phone, toileting, tops, Troubleshooting, Verbal Communication Skills, record vital signs, written

Additional Information

- Willing to relocate: Anywhere Authorized to work in the US for any employer
- MILITARY SERVICE Service Country: United States Branch: U.S Navy Rank: E-3 November 2011 to September 2014 AWARDS Community of Heros March 2016 CERTIFICATIONS/LICENSES Certificate Of Contamination