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# Larkiel Lewis

Diverse

Rochester, MN

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## WORK EXPERIENCE

### Customer Service Representative I

Holiday Station Store - Rochester, MN - October 2014 to Present

#### Responsibilities

Greeting and handling the customers needs from A to Z.

#### Accomplishments

Knowing that every customer i come in contact with will leave with a smile on there face. Based on the customer service that they have received.

### Head Coach

Dover-Eyota 8th Grade Boys Basketball - Eyota, MN - November 2013 to Present

#### Responsibilities

Preparing for practice and games on a day to day and weekly basis. That includes teaching the guys the game of basketball while implementing plays predicated on game time situations. We have 2-3 games a week and the other days we watch game footage then work on the things that we had trouble in. I have 15 guys on my team this year. That means 15 different personalities that i have job of becoming one as a team.

#### Accomplishments

We are mid-way thru the season . Our record is 3-7 in which this team only won 3 games all of last year. One thing that i tell my boys winning isn't everything, and our record or no record shows the growth effort we play with each game. We all make mistakes and get knock down in life. But the question is are you willing to get up and keep going after what you want no matter how hard it seems. These are the things as a coach that is important to me. Teaching my players life lessons and also the game of basketball.

### Claims Representative Associate

United Health Group - Eau Claire, WI - November 2012 to July 2013

Handled incoming medical claims for Medicaid and Medicare customers while ensuring a high level of customer service.

- Provided expertise support by reviewing, researching, investigating, negotiating, processing and adjusting claims.
- Analyzed and identified trends and provided reports as necessary.
- Constantly met established productivity, schedule adherence, and quality standards.

### Coach

Fall Creek Jr High School - Fall Creek, WI - November 2012 to March 2013

#### Responsibilities

6th Grade Boys Basketball Coach

Fall Creek, WI

November 2012 to February 2013

- Helped work on skills and fundamentals

- Getting the kids mentally and physically prepared before each game with different methods.

#### Accomplishments

We finished the season with a winning record the first in the last 6 years.

#### **Customer Service Representative**

Loan Max Title Loans - Eau Claire, WI - April 2012 to August 2012

Assisted potential borrowers with questions regarding loan products and loan processing.

- Evaluated and processed consumer loan applications.
- Managed day to day responsibilities for servicing an ever growing consumer loan portfolio.
- Worked effectively with other loan associates and management to quickly and efficiently resolve any customer issues.
- Worked with management to formulate and execute strategies for potential problem loans.

#### **Customer Service Representative**

GSI Call Center - Eau Claire, WI - October 2011 to January 2012

Helped customers in the global sports department.

- Placed and modified online orders.

#### **Warehouse Associate**

Manpower - Eau Claire, WI - 2011 to 2012

Crusts Unlimited

- Packaged and manufactured pizza crusts for food services and retail grocery

Advanced Food Products

- Packaged food products to be distributed to retail grocery

#### **Youth Ministry and Music Engineer**

Soul Hustler Inc - 2003 to 2011

Traveled nationwide doing motivational conferences and concerts for all ages and all types of people.

- Operated computer and studio equipment and training others in that area as well.
- Answering numerous phone calls, emails, and letters to listen to the problems of people and giving them advice.

#### **Broadband technical specialist**

Charter Communications Call Center - Rochester, MN - 2009 to 2010

Certificate of completion of Charter University new hire training program

- Helped customers around the United States with cable, internet, and phone services.
- Used the latest software to repair customer internet issues.
- Talked to and assisted customers with billing issues pertaining to their services.
- Giving the best quality services to the customers' personal needs.
- Responsible for making each customer happy and satisfied with the services that we provided for the best price available.
- Dealt with thirty to seventy customers on a daily basis.

#### **Freight Associate**

Circuit City - Memphis, TN - 2008 to 2009

Promptly welcomed and seated customers when they arrived.

- Educated customers on our menu and assisted them in ordering.
- Provided acute attention to the customers' needs to assure their satisfaction.

- Assisted in the nightly cleaning to ensure a smooth opening the next morning.

### **Sales Associate**

Circuit City - Memphis, TN - 2007 to 2009

Greeted and worked with all types of guests.

- Have excellent product knowledge.
- Worked in a highly competitive environment.
- Listened to guests needs and customizing to make sure they get the correct product.
- Provided overall support and excellent customer service to the all guests.

### **Package Handler**

FedEx Ground - Memphis, TN - 2005 to 2006

Responsible for the physical loading, unloading and/or sorting of packages by hand, including lifting, pushing, pulling, carrying, and placing, in a safe and efficient manner.

### **EDUCATION**

#### **Generals**

East High School - Memphis, TN

2002 to 2005

### **ADDITIONAL INFORMATION**

#### **Professional Profile**

- Highly organized and dedicated with a positive attitude
- Ability to comfortably work under pressure
- Thrive in competitive and challenging environment
- Outstanding ability to communicate with diverse publics