

LaReesa M. City
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Objective: To secure a Customer Service/Administration position

Summary of Qualifications:

A dedicated professional who is knowledgeable and proficient in customer service, administrative and technical experience which helps to administer a working knowledge of software and operations support. I possess a working knowledge and experience in Onsite Conventional, OneSite Affordable, Service Now, Yardi and all Microsoft suites. Considered to be an effective communicator (in both written and oral dialogue) with internal and external customers, managers, supervisors, and other personnel. Knowledgeable and comfortable with the use and navigation of personal computers, office equipment and other software in order to develop reports and other key data and correspondence.

Experience:

8/14-12/14 -CONNEXIONS /KAISER PERMANENTE
LICENSED PLAN SPECIALIST I

- Taking incoming calls to discuss Kaiser Permanente insurance plans and services.
- Use consultative sales skills in order to establish rapport and acquire new members.
- Ability to understand complex health care reform concepts and programs and be able to clearly and objectively communicate these to the caller. This includes ability to understand multiple products and multiple levels of benefits within each product.
- Follow all applicable HIPPA privacy regulations, comply with insurance state sales marketing, and enrollment guidelines and regulations.
- Comply with insurance state sales marketing and enrollment guidelines as applicable.
- Navigate through state and federal exchanges to assist customers in enrolling in health care benefits.
- Navigating through multiple systems applications to fulfill caller request, update caller information, directly enroll and research caller status inquiries.
- Comply with performance standards for work quality, work efficiency, attendance, and schedule adherence.
- Comply with guidelines that impact our business as provided by Connexions and our client Kaiser Permanente.
- Perform outbound calls for lead generation, member outreach, and follow up as defined by the program.
- Perform all licensed agent activities to sell appropriate products and enroll or complete plan changes for member into provider plans

3/15/13-2/4/14 -ACADIA/SENTINEL

LEASING CONSULTANT

- General clerical assistance including but not limited to answering phones, taking messages, managing the facilities/work orders in the property management software, filing, and ordering office supplies.
- Develop and maintain first class customer service relationships with prospects and residents.
- Assist manager in developing and implementing effective marketing strategies to increase property traffic and internet leads.
- Sell property's products and services to prospects and residents.
- Manage and resolve resident concerns.
- Accurately prepare and be thoroughly knowledgeable with all lease-related paperwork, from the application process through move out. This includes processing housing applications, preparing move in information, lease files, renewal letters and renewal leases, completing brochures, completing move out requests, and any other forms utilized as they relate to leasing and resident relations.
- Manage and resolve resident concerns. Monitor outstanding work orders and constantly communicates with maintenance staff to insure 24hour guarantee.
- Plan, organize and conduct resident functions as needed and as directed by Property Manager.

8/1/11-1/20/12 – AIMCO

BUSINESS SYSTEM SUPPORT SPECIALIST II

- Trained new software support partners in resolving open trouble tickets.
- Communicates trends brought to our attention from the end users. Provide customer with exceptional customer service.
- Experienced in planning, organizing work, meeting deadlines, analyzing data/products, and summarizing facts to determine the effectiveness or lack thereof in programs.
- Experienced in the application of analytical and evaluative techniques to identify, consider, and resolve issues and problems.
- Closed Accounting Month End for all conventional and affordable properties.
- Identified variances on resident and property ledgers.
- Updated existing processes and documentation for OneSite.
- Participated in migration from rent roll to OneSite.
- Certified to be an Occupancy Specialist by National Center for Housing Management

1/1/09-7/31/11 – Primesource Staffing Agency/AIMCO

BUSINESS SYSTEM SUPPORT SPECIALIST I

- Supports end-user use of internal business applications.
- Express exceptional written and verbal communication skills.
- Communicates trends brought to our attention from the end users.
- Provide customer with exceptional customer service.

9/7/08-12/31/08 – Primesource Staffing Agency/AIMCO

CONTACT CENTER CONSULTANT

- Supported company's customer service business objectives regarding customer needs.
- Provided customers with highest level of customer service.
- Received high volume incoming phone calls inquiring about apartments.
- Provided customer with accurate information in a timely fashion.
- Exceeded monthly goals and incentives.
- Maintained high energy and motivated team.

Educational Attainment:

2003-2004 PS.1 Charter School, Denver, Colorado

Diploma Attained

References Available Upon Request