

Keshaun Portee

Customer Service Rep.

Lakewood, CO 80214

kshaun.portee@yahoo.com - 217-503-0740

Seeking a secure position with a growing company.
Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Rep

TCS - Blue Cross Blue Shield of AL. - Springfield, IL - June 2015 to August 2015

Responsibilities

- Speak with Senior Citizen Members
- Briefly Verify Identification
- Ask Survey Questions for Customer Satisfaction

Accomplishments

I have to complete a certain amount of surveys a day to ensure we are meeting the customers needs.

Skills Used

I have to show great listening skills and to have the ability to respond in certain circumstances.

Collector

CCB Credit Services - Springfield, IL - March 2015 to June 2015

Responsibilities

- Verified Identification
- Collect Debt
- Setup Payment Arrangements

Accomplishments

I learned how to handle calls properly and in the most effective way possible.

Cashier

Dairy Queen - Springfield, IL - April 2011 to April 2015

Responsibilities

- Trained New Employees
- Take Orders of Customers
- Food Handling

Accomplishments

This was my first job. I gained customer experience and I was trained in each job position.

Skills Used

I have 4 years of customer service experience, I trained the new employees, and I'm aware of the opening and closing duties for the store.

Sales Representative

TCS, Mediacom Business - Springfield, IL - October 2014 to March 2015

Responsibilities

- Business to Business Sales
- Insure Customer Satisfaction
- Spark the Interest for Saving Money

Accomplishments

I was able to get businesses to comply with our prices for our services. I meet ends with businesses on the services we could provide with phone, internet, and cable.

Skills Used

I'm able to compromise to meet the needs of businesses.

Server/Waiter

Tilted Kilt - Springfield, IL - November 2014 to February 2015

Responsibilities

- Greeted Customers
- Wait on Tables
- Train as a Bartender

Accomplishments

I had never had a serving job until working here. I would say I caught on to the job very quickly. Also I was beginning to train as a bartender.

Skills Used

I worked well with my coworkers, I have some knowledge of cash handing, and I took great care of the customers who visited the restaurant.

Test Center Administrator

Prometric Testing Center - Springfield, IL - July 2014 to October 2014

Responsibilities

- Greet test candidates
- Verify the identification of Candidates
- Monitor and Secure tests

Skills Used

I actually had to take certification test to become a Certified Test Administrator. This allows me to discuss test requirements and information involving identification with the candidates. I am also required to know the different requirements for each test.

EDUCATION

Southeast High School - Springfield, IL
2011 to 2012

Lanphier High School - Springfield, IL
2009 to 2011

ADDITIONAL INFORMATION

Extracurricular Activities

- Southeast H.S., AVID 2012

Volunteer at Ball Charter

Mentor Kids

- The Taste of Downtown Springfield

Volunteer Work

7/12/14