

# Bessie Walker

Denver, CO 80227

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Authorized to work in the US for any employer

## Work Experience

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### **Logistics Coordinator/Dispatcher**

N & M Transfer Co., Inc. - Niles, MI

June 2014 to January 2017

Basically: I took inbound calls from customers as well as drivers negotiating the successful pickup, transferring and delivering of often sensitive material. I specifically worked on shipments going into and out of Mexico and Canada. This position is much too complex to break down in a paragraph.

### **Insurance Specialist**

BCBSAL - Charleston, IL

August 2014 to December 2016

I took inbound calls from current and potential customers I handled applications for regular health insurance as well as medicare , answered questions on coverage, would call doctors offices ,get prior authorizations and anything else that may come up insurance has a wide range of problems

### **Donation Coordinator**

MDA - Denver, CO

September 2010 to May 2014

I would outbound cold call business owners and convince them to put themselves in a mock jail at a high end restaurant and have their business associates bail them out for the purposes of raising money to send children with muscular dystrophy to summer camp it cost about 5 k for each child

### **Technical Support Representative**

DISH NETWORK - Denver, CO

June 2004 to April 2010

I took in bound calls from current customers on the business side of the company. I would handle upset customers paying a lot for their service walk the customer thru trouble shooting , order new equipment, send out repairmen , take payments, upsell ,

### **Sales Representative**

MCI WorldCom - Albuquerque, NM

November 1998 to February 2003

I took outbound cold calls for long distance services .I determined what services were the best fit for the potential customer, sell the product , document call, as well as supervising and training reps falling behind on quotas

## Education

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### **High school diploma**

Rio Grande High School - Albuquerque, NM

August 1994 to January 1998

## Skills

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- Account Management
- Outbound Sales
- Technical Support
- Upselling
- Cold Calling
- Sales
- Telemarketing
- Negotiation
- Salesforce
- Medical Billing
- Insurance Verification
- Insurance Sales
- Supply Chain
- Inside Sales
- Logistics
- Freight Experience