

Latoria R Daniels

Objective

I intend to use my core competencies and expand my skills in a secure and growing company.

Experience

2014 – Present Healthport Alpharetta, GA

Data Indexer

- Index request for medical records
- Generate customer invoice, bill, record printing, and shipment
- Consistently meet standard requests per hour

2013 – Present Amerifleet Transportation Alpharetta, GA

Field Customer Service Representative

- Transport various types of vehicles nation-wide
- Inspect Vehicles for transport
- Deliver vehicles safely and on time, making all mission-critical decisions while on the road

2010 – 2012 AT&T Relay Services Augusta, GA

Floor Manager

- Managed resource allocation as traffic volume required, resulting in commendation from Corporate for my performance
- Audited operator activity for infractions; redirected or removed operators from communications floor as situations merited
- Confirm accurate transactions entered timely into IEX Totalview Workforce Management payroll system for 100+ staff daily
- Provided decision support for calls escalated for problem resolution, and provided on-the-spot coaching for operators in how to resolve client issues
- Monitored all operational activity for compliance with all Federal Regulations (FLSA, HIPPA, OSHA, and FCC)

Relay Associate

- Relayed calls for the speech and/or hearing impaired, maintaining transparency at all times and adhering to all FCC and contract regulations
 - Promptly executed all required equipment connections and responded professionally to all customer requests
 - Typed verbatim everything stated by voice customer in real-time adherence; voiced verbatim everything typed by deaf customer in real-time adherence
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2006 – 2009

Quality Plus Convenience Store

Nags Head, NC

Assistant Cashier Manager

- Steadily increased revenues through strong focus on customer service, excellent merchandising, and teamwork
 - Maintained security of premises, both interior and exterior
 - Maintained inventory counts in front of store as well as backroom
 - Managed all banking activities, including cash and credit sales; performed cash receipt reconciliations, and resolved customer complaints, disputes, or discrepancies
 - Improved operations through effectively supervising daily staff assignments
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2004 – 2006

R/C Theatres

Kill Devil Hills, NC

Supervisor

- Supervised staff of 15, ensuring quality of advertising displays, excellent customer service, and concession services inventory levels
- Assisted in the hiring of new employees
- Managed all banking activities, including cash and credit sales; performed cash receipt reconciliations, and resolved customer complaints, disputes, or discrepancies
- Partnered with Manager to develop customer loyalty program

Skills

- Excellent telephone and inter-personal customer skills
- 70 wpm with 100% accuracy keyboarding skills
- 9700 KPH with 100% accuracy data entry skills
- Inventory Control and Protection
- Bonded commerce handler
- New Employee Orientation and Training
- Advanced Microsoft Office proficiency
- Management level cash handling

Education

High School Diploma

Manteo High School

Manteo, NC

Training Classes Attended (AT&T)

- Workers' Compensation Programs Management
 - Train the Trainer
 - Best-in-Class: Teaming to Win
 - Core Management
 - 5 Steps to Progressive Discipline
 - Preventing Sexual Harassment
 - Managing Diversity and EEO
 - Privacy and Information Securities/HIPPA Updater
 - FLSA Updating
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