

# Latesha Daniels

Rocky Mount, NC 27804

[lateshadaniels2\\_igy@indeedemail.com](mailto:lateshadaniels2_igy@indeedemail.com)

+1(252)2664059

## Professional Summary

---

Attentive, productive, and comfortable working in high pressure, fast-paced environments while promoting increased efficiency and productivity. Hardworking, high-performing, and highly motivated professional. Skilled with extensive years in customer service, healthcare, production, and customer satisfaction. Seeking to secure a challenging position in a reputable organization to expand my learning, knowledge, and skills.

## Work Experience

---

### **Stocker/Cashier**

Food Lion-Rocky Mount, NC

Present

Stocking inventory that comes off the truck to the correct location in store.. Also working front line as a cashier counting and handling money..

### **Assembly Technician**

Cummins-Whitakers, NC

June 2022 to August 2023

- Inspect and document quality of products and associated machinery and transport pallets to designated areas for processing and shipping needs
- Process, pick, package, and ship orders accurately; replenish, consolidate, and store necessary products and excess inventory
- Organized, stocked, and maintained inventory in conjunction with material handling equipment, procedures, and standards

Utilize handheld scanners to sort, pick, and label parts for verification of engine production and assembly. Also reading blueprints through a microscope..

- Also read and understand quality procedures...

### **Production Associate**

The Jay Group

January 2022 to June 2022

- Processed, picked, packaged, and shipped orders accurately according to the provided documents and invoices for customers
- Organized, stocked, and maintained inventory for shipping and receiving purposes and operated computer systems for inventory and labeling
- Utilized handheld scanner for picking, labeling, and scanning of inventory items for picking and placement bin purposes

### **Packer/Assembler**

QVC Distribution Center-Rocky Mount, NC

January 2017 to December 2021

- Inspected quality of products, containers, materials and any associated machinery for packaging and shipping purposes
- Processed, picked, packaged, and shipped orders accurately according to the provided documents, invoices, and orders
- Utilized handheld scanner for picking, labeling, and scanning of inventory items for picking and placement purposes

### **Customer Service Representative**

West Corporation

March 2011 to April 2014

- Handled a high volume of inbound calls for members regarding medication orders and prescription refills, taking prescription payments, and handling claims and benefits inquiries
- Assisted patients with healthcare related inquiries, insurance information, benefit eligibility, payments, and prior authorizations for medication refills and deliveries
- Followed proper HIPAA guidelines and procedures to protect the privacy of patients and physicians as well as company information
- Researched customer accounts, provided services/information, and utilized multiple tools to assist with claims, benefits, billing, and medical refills

### **Housekeeper**

Quality Inn and Suites

February 2009 to March 2011

- Responsible for the cleanliness, and sanitation of provided guest common areas, rooms, and bathrooms
- Cleaned designated rooms and areas per guest requests; cleaning included but was not limited to sweeping, mopping, vacuuming, dusting, and sanitizing
- Followed proper safety guidelines for cleaning equipment, and associated chemicals to protect guests and pets

## Education

---

### **Diploma**

Northern Nash Senior High School

2008

## Skills

---

- Customer Service
- Active Listening
- Financial Literacy
- Medical Terminology
- Data Entry
- Production
- Strong Written/Oral Communication
- Interpersonal Skills
- Analytical Problem-Solving
- Technical Support
- Time Management

- Multitasking
- Microsoft Word/Excel/PowerPoint
- Cross-training ability
- Customer service
- Office experience
- Guest services
- Sales
- Outbound calling
- Data entry
- Analysis skills
- Warehouse experience
- Quality control
- Leadership
- GMP