

# Litta Payton

## Licensed Health Agent

Little Rock, AR 72209

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+1 317 370 7446

Authorized to work in the US for any employer

## Work Experience

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### Insurance Agent

Medical Health Advisors - North Little Rock, AR

October 2021 to December 2021

As an Insurance Agent my core responsibilities are to assist clients in selecting insurance policies that best meet the individual's needs, preferences, and budgets. Creating client's payment methods, recommending risk management strategies to clients and providing policy proceeds after client's submitted claims are approved.

### Customer Service Associate

The American Legion - Indianapolis, IN

September 2020 to February 2021

- Supervising the daily operations of the customer service department
- Creating a reliable customer loyalty program
- Setting customer service goals for team members and helping them reach those goals
- Interacting with customers and handling customer queries and complaints in a timely manner
- Maintaining relationships with profitable customers
- Making weekly and monthly reports and surveys
- Staying current on the latest industry trends and techniques

### Customer Service Associate

Maximus - Chester, VA

November 2019 to April 2020

- Listening to customers' concerns and handling complaints and returns
- Giving detailed explanations of services or products
- Working with a sales team to create better methods to address customer complaints
- Reviewing customer accounts and transactions while resolving issues
- Communicating with customers in-person, through email or chat, over the phone or on social media
- Receiving orders, calculating charges and processing payments
- Monitoring customer satisfaction levels
- Referring customers to superiors when necessary

### Customer Service Associate

Stericycle - Indianapolis, IN

August 2018 to April 2019

- Listening to customers' concerns and handling complaints and returns

- Giving detailed explanations of services or products
- Working with a sales team to create better methods to address customer complaints
- Reviewing customer accounts and transactions while resolving issues
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### **Material Handler**

Saint-Gobain - Plainfield, IN

January 2016 to September 2018

- Verifying the accuracy of quantity and quality of incoming deliveries
- Labeling every product and placing them accordingly
- Identifying and locating the right products during the delivery process
- Keeping a well-maintained and updated account of stock and inventory
- Handling returns by completing technical documentation and other required communication
- Keeping all material handling equipment in the best condition by conducting regular maintenance
- Conveying purchasing requirements and keeping data on the availability of products in short supply
- Collaborating with internal departments to locate missing packages, fix incorrect deliveries and replace damaged products

### **CSR - Customer Service Representative**

Lowes - Indianapolis, IN

March 2014 to February 2016

- Process sales transactions
- Calculate the cost of products or services
- Accept payments
- Calculate and return change when required by the payment method
- Maintain adequate change denominations in the cash drawer and request additional change
- Answer customer questions about products or services
- Reconcile cash drawers and sales receipts
- Report issues with equipment

### **Med Tech Assistant/ Care Manager**

Harbor Chase Assisted Living - Jacksonville, FL

March 2012 to December 2015

- Checking patients' blood pressure, heartbeat and pulse regularly
- Providing compassionate care by listening to patients' concerns and guiding them by answering any questions or concerns
- Monitoring patients' conditions and providing updates to healthcare team
- Turning, repositioning and move patients between beds, wheelchairs and seats
- Helping patients use the bathroom and dress
- Monitoring patients' food and liquid intake
- Escort patients to get X-rays and other imaging tests

### **MENTOR**

The MENTOR Network - Jacksonville, FL

January 2009 to December 2009

Home base setting, responsible for administering medication, prepared meals, transported residents to and from medical appointments and various outings and programs

## Education

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### **High school diploma**

## Skills

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- Customer Service
- Typing
- Materials Handling
- Meal Preparation
- Medication Administration
- Mentoring
- Residential Cleaning
- Microsoft Excel
- Manufacturing
- Data entry
- Computer literacy
- Inventory control
- Negotiation
- Hospitality
- Microsoft Office
- Medical terminology
- Clerical experience
- Accounting
- Cash handling
- Time management
- Sales
- Microsoft Powerpoint
- Leadership
- Supervising experience
- Microsoft Outlook
- Warehouse Experience
- Shipping & Receiving
- Microsoft Word
- Office Management
- Order entry
- Research

- Dispatching
- Windows
- Medicare
- Office experience
- Payroll
- Risk Management
- Insurance Sales
- Risk Management
- Insurance Sales
- Payroll
- Accounts Payable
- Home Care
- QuickBooks
- Accounts Receivable
- Human Resources
- Cold Calling
- Fraud
- Communication skills
- Computer skills
- Debits & credits
- Banking
- Financial services
- Fraud
- Writing skills
- Driving
- Manual transmission
- Quality control
- Conflict management

## Certifications and Licenses

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### **Licensed Insurance Agent**

September 2021 to September 2023

### **Certified Medication Technician**

## Assessments

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### **Call Center Customer Service — Familiar**

March 2020

Applying customer service skills in a call center setting.

Full results: [Familiar](#)

### **Logic & Critical Thinking — Completed**

March 2020

Using logic to solve problems.

Full results: [Completed](#)

### **Customer Focus & Orientation — Highly Proficient**

March 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Customer Focus & Orientation — Proficient**

October 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Proficient](#)

### **Customer Focus & Orientation — Completed**

May 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: [Completed](#)

### **Data Entry — Completed**

May 2019

Measures a candidate's ability to accurately input data and effectively manage databases.

Full results: [Completed](#)

### **Sales: Influence & Negotiation — Familiar**

April 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Familiar](#)

### **Verbal Communication — Proficient**

June 2020

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.