

Deangelo Daniel-Compton

Customer Service

Little Rock, AR 72211

Deloworks24@gmail.com

815.566.6474

I am a motivated worker that strives towards team goal accomplishment. I am also a natural leader with much experience in customer service. I'm a facilitator of learned company policies. Enthusiastic to get the position. I can take advantage of my qualifications and skills to ultimately help make your company better, stronger, more effective and more efficient.

Work Experience

Lead Merchandiser

Premium Retail Services - Little Rock, AR

January 2017 - January 2020

Retail Merchandiser Job Responsibilities:

Produce store sales by providing point-of-purchase and shelf management services, Maintain store shelves by observing displays of company products, remove damaged or freshness-dated products, tidy store shelves and provide optimum display of products.

Part Time Administrative Assistant

Poland Group inc. - Chicago, IL

February 2017 - January 2018

Answer Inbound & Outbound calls

Data Entry

Sales support

input insurance claims

Part Time- Team Lead (managed a team of 8)

Format weekly Excel spread sheet charts

Medicare, Blue cross, kids 1st, Medicaid,

Collections and Account resolutions

Access Coordinator

UAMS- Little Rock, AR
June 2016 - March 2017

- Analyze health insurance benefits, verify insurance eligibility
- Relay relevant information regarding payment policies and billing
- Collection processes
- Help patients understand what services are available
- Help patients navigate the health insurance process (BlueCross BlueShield)(Medicare) (Kids1st) (ARCare) (Tricare) (Medicaid)
- First point of contact between the patient and the clinical staff
- Receive inbound and outbound calls
- Update & verify patients personal information using Epic Systems
- Contact patients health insurance company directly
- Provide overall support for positions in office operations
- Abide by HIPPA laws and OSHA compliant

Front Desk Associate

Indigo Hotel - Chicago, IL
March 2015 to November 2015

- Greet guests and patrons as they arrive
- Manage the registration process
- Ask for identification and ensure that the provided credentials are accurate
- Handle guest check-ins and check-outs appropriately
- Manage accurate accounting of all rooms
- Take reservations over the telephone through emails and in person
- Answer queries regarding the hotel's services, charges, dining facilities, sports facilities and travel directions
- Refer guests to appropriate departments to resolve complaints or provide suggestions
- Compute bills and take payments
- Provide guests with directions around the hotel
- Contact housekeeping and maintenance departments when a problem is reported

Manager/Facilitator, Black Men Evolving (B-ME)

April 2014-December 2014

I conducted and facilitated two-day educational retreats for a group of diverse black males, ages 18-55. Using an innovative intervention called B-ME. The retreats were designed to empower, educate and affirm diverse black males, with the goal of guiding them toward improved impulse control, critical thinking, enlightened self-concept increased self value and reducing risky sexual behavior that can lead to HIV infection or spread.

Education

Diploma

Bowen High School

2002

Skills

- Data Entry (9 years)
- Call Center (4 years)
- Management (5 years)
- Medicare (3 years)
- Collections (5 years)
- Leadership Development (8 years)
- Medical Terminology (5 years)
- Healthcare (3 years)
- Cashier (10+ years)
- Cash Handling (10+ years)
- Special Events (9 years)
- facilitation (8 years)
- Fast learner (9 years)
- Administrative Assistant (3 years)
- Answering Phones (10+ years)
- Community Outreach (10+ years)
- Customer Service Skills (9 years)