

Stacey Parrow  
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(720)-937-5179

**OBJECTIVE:** To obtain a responsible and challenging position within your company. I'm confident and assured that I will be able to build relationships, contribute to the value of the company, and establish a productive work environment with individuals at all levels.

**EDUCATION:**

- Graduated high school at Change Christian Academy on 5/28/2012
- Currently Attending UMA College

**JOB HISTORY**

**Account Resolution Specialist III**

American Auto Shield 1597 Cole Blvd #200, Lakewood, CO 80401 (04/20/2018 - Present)

- Educating the patients about their automotive warranty benefits and how their benefits apply for services rendered
- Calculating income to determine reasonable quotes to ensure coverage for consumer's vehicles
- Verifying authorizations and referrals submitted concerning claims.
- Adjusting claims including but not limited to contractual
- Face to face relation with the patients building a good report for upmost service
- Conducting team meetings, delegating assessments to ensure that requirements are met in a timely manner

**Lead Customer Care Associate**

Walmart Super Center 5990 Dahlia St Commerce City, CO 80022 (01/25/2016 - 03/14/2018)

- Face to face relation with the patients building a good report for upmost service
- Ability to implement retail schematics and merchandising materials as assigned.
- Coordinating time frames and location of pick up and delivery
- Monitoring the standard of quality and assurance performance
- Accurately reports all completed assignments via the appropriate designated systems on the day the work is performed.

**Customer Service Representative**

Decker's Brand 11525 Main St #500 Broomfield, CO 80020 (11/10/2014- 01/03/16)

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain financial accounts by processing customer adjustments
- Recommend potential products or services to management by collecting customer information and analyzing customer needs

**REFERENCES:**

Javonte Duncan (720)-758-0011

Raymond Armstrong (720)-461-9756

DaShawn Pendleton (720)-341-8727