

Tamika K. Williams

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email:

Skills

- Assistant Manager/ Administrative duties
- Team leadership and supervisory roles
- Data Analysis/ File/records maintenance
- Demonstrate problem solving/dispute resolution
- Excellent verbal/written communication by email
- Computer proficient, especially with Microsoft Office, Word/ Excel-VLOOKUP/ Pivot tables/ CRM/ Salesforce
- Extremely organized and efficient with time management
- Proficient with meeting deadlines, quotas and all standards of policy implementation

Professional Experience

Stay At Home Mother- Denver, CO | July 2017- Present

Level3 Communications - Lone Tree, CO | May 2016 - July 2017

Customer Service/Validation Support Rep

- Troubleshoot issues relating to customers experience with online portal.
- Reached out to customers to perform conflict resolution, regarding issues or concerns with Level3 services.
- Performed Data Analysis of various types.
- Responded to customer inquiries about changing or validating Emergency Responder's address information for all accounts company worked with nationally.
- Proficient use of Microsoft Excel Spreadsheet's, working with VLookups & Pivot Tables.

Comcast Business Center - Centennial | December 2014 - April 2016

Customer Service Rep/Technical Support

- Troubleshoot customer internet and cable service issues until a technician needed to be dispatched to customers' homes.
- Setup, maintained and activated accounts with secured payment methods.
- Resolved any billing issues/disputes.
- Further enhanced customer experience by up selling company products.

Convergys - Denver, CO | October 2012 - December 2014

Customer Service/Sales Rep

- Answered questions concerning customer's bills, past due balances and payment arrangements and processed payments on accounts.
- Qualified and setup new customer accounts, processed credit checks and determined eligibility based on company procedures and practices.
- Further enhanced customer experience by up selling company products, to help customers find the ultimate experience with their home TV, High Speed Internet and telephone service.

Yourtel America - Tulsa, OK | September 2009 - October 2012

Retail Manager/Administrative Support

- Managed a crew of 4 employees.
- Conducted all HR duties such as W2 issues, payroll tasks, time off requests and FMLA.
- Made daily bank deposits to make sure payroll and accounting was accurate.
- Met all sales quotas on a regular basis.
- Resolved any and all billing issues/disputes.

Education

Cambridge College Medical Assistant | Aurora, CO, 2001

Received Academic Excellence Award/Received full training, and internship