

Velena Shepherd

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Experience

Communications Manager

Indianapolis Yellow Cab

February, 1998 —

Oversaw operations in the call center scheduled and delegated job assignments for 21+ employees answered emails answered calls handled and diffused calls from unsatisfied customers prepared phone and computer reports which allowed me to track each employees work and volume of work conducted on a daily basis conducted job interviews with qualified candidates to fill available positions in the communications room trained new hires as well as cross trained existing employees kept track of employee records as well as payroll negotiated and maintained accounts with companies such as the VA hospital as well as with Medicaid patients and other medical transportation companies and various school accounts transporting students to and from school. Scheduled paratransit vehicles to pick up clients in need of paratransit services. Maintained good relationships with the drivers and assigned trips to be picked up for our account holders.

Education

Richmond High School

High School Diploma, January, 1991