

ShaVone Thomas

3049 Panorama East, Apartment F
Birmingham, Alabama 35215
205.207.1883 | s.thomas70@yahoo.com

PROFILE SUMMARY

Experienced administrative professional with extensive business management skills and knowledge of various administrative processes presently seeking a position to utilize my skills and abilities effectively and efficiently.

EDUCATION

Faulkner University, Bachelor of Science (Business Management), 2023

CORE COMPETENCIES

- Sound knowledge of business management, administrative functions, regulatory compliance, tax services, and operational procedures.
- Implement and interpret policies and procedures as well as monitor workflow processes to develop streamlined methods.
- Solid business acumen with knowledge of various industries, business solutions, and sales concepts.
- Demonstrated ability to build effective business relationships rendering positive outcomes.
- Drive business and sales processes promoting product and brand as well as increasing revenue.
- Deliver concise and effective presentations and proposals regarding business products and services
- Utilize various systems to manage data and obtain information to make informed business decisions.
- Solid communication, presentation, project management, and research analysis ability.
- Keen attention to detail, strong independent thinking ability, and excellent analytical ability.
- Proficient in Microsoft Office, financial software, and various other computer systems and software.

LICENSES

Notary Public, State of Alabama

PROFESSIONAL EXPERIENCE

STar Tax Experts LLC, Birmingham, Alabama

Tax Professional/Business Analyst, 2019 - Present

- Manage all aspects of tax services providing quality services ensuring accountability and effective business operations.
- Conduct interviews to assess client needs and initiate appropriate actions to successfully prepare income taxes adhering to tax laws and regulations.
- Provide information to clients regarding available services, new tax laws, tax deadlines, and various forms utilized for tax completion.
- Assist clients with multiple business needs including business analysis, business development, and enhanced business operations.

Allstate, Birmingham, Alabama

Claims Service Specialist, 2014 – 2021

- Manage high-level inbound calls providing information to customers regarding policies and procedures as well as claims processes.
- File new claims and resolve existing claims ensuring quality service and efficiency.
- Finalize claims processes initiating follow-up as required to obtain information or provide information to resolve issues and expedite services.
- Maintain excellent knowledge of operational processes and utilize critical thinking skills to implement solutions to complex issues.
- Initiate required actions and document processes adhering to regulatory compliance.

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First Class Travel with ShaVone, Birmingham, Alabama

Travel Agent, 2014 – 2021

- Managed all aspects of travel arrangements ensuring excellent customer service.
- Scheduled flights, obtained travel insurance, and completed travel accommodations maintaining cost-effective methods.
- Assisted travelers with documentation processes and obtaining passports.
- Researched travel trends as well as managed data maintaining innovative methods.
- Maintained records and customer database per company policy.

TitleMax of Alabama, Inc., Birmingham, Alabama

Title Clerk, 2012 – 2013

- Managed title processes and administrative functions ensuring excellent customer service and accuracy.
- Effectively resolved issues and inquiries maintaining customer satisfaction and customer retention.
- Provided information to customers regarding company procedures and available services.
- Processed and verified incoming titles maintain knowledge of state, federal, and local laws.
- Managed documentation and records management processes as well as manage and maintain customer database.

Quik Pawn Shop, Birmingham, Alabama

Loan Manager, 2009 – 2012

- Managed administrative and operational processes as well as provided high-level customer service to customers maintaining customer satisfaction
- Verified customer employment and banking information as well as managed data maintaining up-to-date information regarding demographics and other pertinent information.
- Processed legal documents and managed various aspects of lending processes per regulatory compliance.
- Adhered to and implemented policies and procedures maintaining optimal service delivery and effective business operations.

Quik Pawn Shop, Birmingham, Alabama

Loan Assistant, 2008 – 2009

- Performed administrative functions in support of retail operations managed all aspects of loan services.
- Adhered to lending guidelines adhering to company policies ensuring regulatory compliance.
- Resolved customer issues rendering positive outcomes and maintaining customer satisfaction.
- Implemented effective marketing initiatives as well as coordinated merchandising processes.
- Managed documentation processes including preparing legal documents associated with delinquent accounts.
- Maintained accurate records per company standards as well as managed customer data updating information as required.

Food Fair/Southern Family Market, Birmingham, Alabama

Front End Supervisor, 2000 – 2007

- Managed all aspects of operational processes maintaining effective and efficient business operations.
- Performed various administrative functions including human resource management processes such as staffing, training, and performance management.
- Interpreted and enforced policies and procedures maintaining customer satisfaction and customer retention.
- Managed and maintained inventory processes as well as generated sales reports associated with business activities.
- Completed financial management functions including cash balancing and processing customer transactions ensuring accuracy.