

Juanita Bernice Coleman
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Objective: To obtain an Administrative position so that I may demonstrate my qualities effectively and sufficiently. Use my years of Administrative knowledge to work at a high level of quality and productivity. Gain comprehensive knowledge of the Company's operations, policies, and procedures so, that I may become an asset with longevity to the Company.

Professional Skills

Secretarial, Receptionist, Data Entry, Customer Service, Cash Handling-Customer Service Exp. Multi-line phone, General Office, Management, Quality Assurance Inspector, Call Center, Medical Terminology, Windows, Microsoft, Word Perfect, Access, Outlook, Publisher, Banner, Stars, Billing ICD-9 coding, UAB Oracle System, Telemarketing, Budget Balancing, Business Owner-Financial Budgeting/Bookkeeping, Mac Book, UAB STARS System.

Education

Jefferson State Community College- 2002 to 2003 *Course of Study:* Computer Information Systems

Trident University in California- 2010 to 2014 (Interim Periods of Enrollment) *Course of Study:* Information Technology Systems

Miles College – 2019 to 5/7/2022 *Course of Study:* Business Administration

Experience

Walgreens Corporation, (04/2021 to current) Phone #: (800)825-5456 Position: Consumer Relations Representative

- I assist customer remotely with issues pertaining to a product or a complaint via phone
- Attend meetings via TEAMS
- Use multiple programs to locate information to assist the customers
- Provide different reports via email to leads, supervisors or managers
- General Office/Clerical work

Amazon, (06/2020 to current) Phone #: (888)892-7180 Position: ICQA (Quality Assurance Fulfillment Team Member)

- I work at a robotic station inspecting out going orders for quality.
- Check the items that are required for shipment to ensure that they are all there undamaged and presentable for shipping.
- Remain 99.8 accuracy or higher
- Stand for a 10-hour shift
- Use a Zebra handheld scanning device to take inventory
- Maintain minimal amnesty to cut down on company financial loss.
- Learn a variety of programs to assist me in my position

University of Alabama in Birmingham, (5/2007 to 2/2012) Phone #: (205) 975-6317 Position: Shared Service Assistant- Enrollment Mgt.

- Extremely high volume of interpersonal communications with students, parents, other educational institutes and counter partners.
- Ability to respond quickly to individual tasks and work rapidly to complete them.
- Ability to interact professionally with executives, management, peers, and others.
- Converse with customers about the qualifications for admissions.
- Code transcripts and other confidential documents received.
- Answer high volume phones (incoming).
- Submit confidential and pertinent information into the Banner & Oracle Systems.
- Type correspondence, letters, and other memos.
- Ability to maintain confidentiality relative to information and/or situations.
- Document and process immunization forms and proof of citizenship.
- Handle ACT and SAT test score prep for processing.
- Route incoming calls correctly and in a professional manner by greeting the customer cheerfully
- Provide accurate logs monthly of admissions and received documentation.
- Submit the proper changes and status updates daily.
- Prioritize and multitask to complete task/projects in a timely fashion, excellent time management skills.
- Assist performing clerical/administrative duties for the office.

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ITAC Solutions, (07/2006 to 2/2007) Phone #: (205) 326-0004 Position: Clerical/Customer Service

Assignments

Charter Communications of Birmingham, AL

- Extremely high volume of interpersonal communications with customers and counter partners.
- Handled cash/monetary transaction such as payments, deposits, or purchases.
- Handled accountants processing and resolving issues pertaining to billing, installation, appoints, equipment among other issues.
- Converse with customers pertaining to special event orders and issues.
- Marketed promotions offered.
- Answered the phones in a high-volume queue.
- Maintain customer's confidentiality.
- Processed documents, invoices, and checks.

Baptist Health Systems of Birmingham, AL

- Extremely high volume of interpersonal communications with patients, family members and counter partners regarding billing issues.
- Handled cash/monetary transaction such as payments for service, partial payments, and deferred co-pays.
- Interact with patients and their families regarding billing issues.
- Answered high volume phone calls.
- Type memos, correspondence, letters, or other memos.
- Prepared statements, invoices, and bills for mail out.
- Administered medical coding for invoice payments.
- File fax & mail out documents.
- Schedule & canceled appointments.
- Prepped and prepared charts for daily visits.
- Assist performing clerical/administrative duties for the office.

****END OF TEMP ASSIGNMENTS**

Check into Cash (06/2004 to 06/2006) Phone #: (205) 854-7252 Position: Store Manager

- Extremely high volume of interpersonal communications with customers and counter partners.
- Assist Customers with loans and other monetary transactions such as loan payments, loan payout/installments, end of shift deposit.
- Structured new client files.
- Corresponded with corporate for closing financial activities such as store balances, deposits, new accounts ect.
- Audited and prepared weekly reports.
- Structured a schedule for employees.
- Communicated with clients, corporate, District Managers, regarding store financial changes.
- Maintained a code ethics and confidentiality.
- Filed, faxed, and copied pertinent information for files to corporate after each closing day.
- Trained employees and communicated through meetings in regard to changes in the corporation.
- Hired/Discharge employees.
- Provided marketing strategies to attract new clients.

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Southern Care Hospice, (03/2002 to 04/2004) Phone #: (205) 655-4809 Position: Secretary

- Extremely high volume of interpersonal communications with patients, family members and counter partners regarding billing issues.
- Data entry of all admissions.
- Structured new admission file.
- Corresponded with corporate for billing.
- Audited and prepared weekly reports.
- Maintained accurate logs & calendars.
- Communicated with clients and physician offices regarding patients.
- Maintained a code ethics and confidentiality.
- Filed, faxed and copied pertinent information for files and physician offices.
- Assist were needed.

Comdata INC/ Sanders Insurance, (07/2000 to 04/2002) Phone #: (205) 655-4809 Position: Call Center Representative

- Extremely high volume of interpersonal communications with trucker for Com-card purchases and advances.
- I also, worked different splits/areas approving high roller credit limits for clients' cash advances.
- Data entry of all information via computer.
- Fast pace call center environment providing A+ quality customer service and timely results
- Corresponded with Management Team. Assisting with rotation and placement of team in the absence of the supervisor.
- Filed, faxed and copied pertinent information for files and update the data base.
- Assist were needed.

Scott Alarms, (11/1998 to 7/2000) Phone #: (205) 324-6736 Position: Marketing Assistant

- Extremely high volume of interpersonal communications with customers and counter partners.
- Assisted Marketing Manager with daily paperwork.
- Balanced budget weekly.
- Conducted meetings and supervised part-time employees.
- Set monthly goals and met above and beyond expectation.
- Confirmed and set installation appointments.
- Market for new clients.

REFERENCES AVAILABLE UPON REQUEST