

Fantasia Felton

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Professional Summary

Dedicated and experienced remote customer service professional with over 6 years in high-volume contact center environments, specializing in financial support, claims processing, and account resolution. Proven ability to manage complex inquiries with empathy, attention to detail, and clear communication. Skilled in multi-system navigation, technical troubleshooting, and live documentation. Recognized for consistent performance, call quality, and schedule flexibility. Fully remote-ready and aligned with Velera's mission of delivering exceptional member-focused experiences.

Relevant Experience

Security Specialist

Lakeside Reserve Security - Remote | October 2023 - Present

- Manage inbound access requests, troubleshoot entry software issues, and respond to emergency calls while documenting all actions accurately.
- Maintain security logs across multiple systems and provide client assistance in high-pressure scenarios.
- Uphold policy compliance and data protection protocols in a fully remote, confidential environment.

Glass Claims Agent

GEICO Insurance Company - Remote | September 2020 - October 2023

- Handled 80+ inbound and outbound calls per day assisting customers with auto glass claims, verifying coverage, and resolving payment discrepancies.
- Collaborated with vendors and claims departments to streamline processes and ensure customer satisfaction.
- Maintained a 96% average call quality score and contributed to internal training by mentoring new agents.
- Accurately entered sensitive data across multiple platforms while adhering to data privacy policies and claims regulations.

Customer Service Representative

Amazon - Remote | July 2017 - September 2020

- Delivered account support for order inquiries, billing issues, and escalated service situations with first-call resolution priority.
- Navigated 5+ internal platforms simultaneously while providing real-time updates to customers via phone and chat.
- Earned recognition for achieving top-tier call resolution rates and maintaining adherence during peak seasonal volume.

- Supported policy clarification, refunds, fraud concerns, and delivery coordination in a fast-paced, metrics-driven environment.
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Education

High School Diploma

Westside High School

Technical & Leadership Skills

Inbound & Outbound Call Handling • Financial Inquiry Resolution • CRM & Multi-System Navigation
Call Control & Escalation Management • Microsoft Word & Excel • Account Verification &
Documentation

Technical Troubleshooting • Data Entry & Accuracy • Remote Security & Confidentiality Compliance
Empathy-Driven Communication • Policy Clarification • SLA & Call Quality Performance
Work-at-Home Infrastructure Ready • High-Speed Ethernet Connectivity