



SHAKOATA MITCHELL

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Summary

Aspiring Human Resource Management Intern with proven experience in coordinating engagement initiatives. Managed multiple projects that improved team dynamics and increased community involvement. Strong communication and organizational skills ensured efficient operations.

Skills

- Regulatory compliance
- Insurance industry knowledge
- Payment processing and confirmation
- Appointment scheduling and management
- Microsoft Office proficiency
- Record keeping
- Patient interviewing
- Credit card processing
- Report generation
- Route planning
- Business development
- System implementation
- Organizational skills
- Shipping and receiving knowledge
- Project management
- Technological proficiency
- Senior leadership support

Experience

Centricity Research
Patient Engagement Coordinator
10/2020 - 07/2025

- Cultivated partnerships with community organizations to strengthen engagement efforts.
- Managed accurate physical and electronic personnel records for streamlined operations.
- Condensed intricate topics into straightforward formats for enhanced clarity.
- Executed strategic communication initiatives to captivate various audiences.
- Organized participant recruitment efforts for clinical trials and research studies.
- Coordinated communication between research teams and study participants.
- Managed scheduling of meetings, events, and training sessions for staff.
- Developed educational materials to inform participants about study protocols.
- Maintained databases of participant information and study documentation.
- Facilitated onboarding processes for new team members in engagement roles.

Columbus Clinic
Patient Access Representative
10/2019 - 10/2020

- Ensured compliance with HIPAA regulations to maintain confidentiality of sensitive patient information during all interactions.
- Stayed calm under pressure to and successfully dealt with difficult situations.
- Adapted quickly to changing demands within the healthcare environment, demonstrating flexibility and a strong commitment to quality patient care.

Aflac
Customer Service Representative
02/2019 - 10/2019

- Provided excellent customer service through active listening skills, understanding patient needs, and offering tailored solutions where applicable.
- Acted as intermediary between insurance companies and customers, including researching and assessing information to determine validity of claims.
- Researched and reviewed information to determine validity of insurance claims and contacted companies and customers about decisions.
- Oversaw regulatory and strategic initiatives to ensure accuracy of medical claims.
- Reconciles group and/or individual account premiums; reviews incoming group batches.
- Communicates internally and externally with payroll accounts, policyholders and associates.
- Process payments through Paylogix system and request information as needed.
- Reviews account information, identifies discrepancies or account variances and take the necessary steps for.
- Compiled data and performed routine clerical task to relieve underwriter of administrative details, using knowledge of underwriting and policy-issuing procedures.
- Routes complex applications to underwriting or supervisor for evaluation resolution.
- Handled customer inquiries both by telephone and/or via mail, updated information as needed.
- Managed and resolved customer complaints.

Afni Inc
Web Chat Sales Representative
08/2018 - 02/2019

- Online web chat associate
- Attracted potential customers by answering product and service questions; suggesting information about other products and services
- Opened customer accounts by recording account information
- Maintained customer records by updating account information
- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintained financial accounts by processing customer adjustments
- Recommended potential products or services to management by collecting customer information and analyzing customer needs
- Prepared product or service reports by collecting and analyzing customer information
- Contributed to team effort by accomplishing related results as needed

ADT Security
Sales Representative
06/2018 - 08/2018

- Quickly absorb and retain product knowledge.
- Build rapport and trust with customers.
- Upsell products and services to customers who've purchased base package.
- Sell & Install Security Systems (full training provided).
- Provide World Class Customer Service.
- Consulted with long-term, new and prospective customers to understand needs and propose ideal solutions.
- Exceeded sales goals using consultative sales talents and effectively explaining programs and services to generate interest.

Military R & R Solutions
Sales Representative Team Leader
01/2017 - 06/2018

- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Mentored team members in mastering sales techniques to consistently exceed objectives.
- Trained all new sales employees on effective sales, service and operational strategies to maximize team performance.
- Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
- Coached team members on security risks and loss prevention to aid in mitigating store theft.
- Kept apprised of emerging trends and provided informative customer service to assist in product selection.

City Of Phenix City
Customer Service Representative
03/2014 - 01/2017

- Responds to incoming calls and visits from residential and commercial customers inquiring about status of accounts, account balances, past due amounts, delinquent accounts, balances from previous accounts, payment extensions, payment arrangements, high consumption, and other account inquiries.
- Prepares delinquent/shut-off listing including deduction of depository, provides account status via radio contact with field technicians for customers with updated payments, and verifies shut-off listing to ensure payments have not been received.
- Updates the account status into a computer terminal, entering any changes, arrangements, payments, etc.
- Investigates accounts when charitable agencies make inquiries for payment purposes, makes required arrangements on these accounts for agencies guaranteed payments, makes account adjustments for customers for misread meters, leaks, etc, and processes payment transfers and payment corrections, when applicable.
- Evaluates and researches account inquiries and transfers or terminates service at customers request after proper verification.
- Quotes fees for water and sewer service, water taps, sewer taps, sewer and water impact fees, and commercial and residential sanitation collection fees.

Ridgecrest Elementary School
Office Assistant
08/2013 - 03/2014

- Demonstrate prompt and regular attendance.
- Open, read, and route all mail; maintains files of correspondence and records.
- Answer telephone and screens, refers, records and follows through on messages.
- Act as receptionist, as needed, for the school, setting a positive tone for pupils, parents and visitors; assists students, parents and visitors entering the office area.
- Maintains calendar, schedules appointments and meetings for principal; arranges appropriate meeting space, contacts speakers when appropriate, arranges for needed equipment supplies.

Taylor Funeral Home
Administrative Assistant
08/2012 - 08/2013

- Performs a variety of tasks during funerals and visitations to assist funeral directors and ensures that services run smoothly as planned.
- Directs calls to appropriate team members.
- Greets and receives client families and/or other persons entering the office for information and assistance.
- Maintains a friendly attitude while offering assistance and guidance to all persons entering the location.

- Assists the Funeral Director in the movement of the casketed deceased and other related paraphernalia in and out of the visitation area, funeral home chapel, church or other place of service.

Education and Training

Virginia College | Columbus,GA
Associate of Science in Surgical Technology
06/2018

Central High School | Phenix City, AL
High School Diploma
05/2014

Columbus State University | Columbus, GA
Bachelor of Science in Human Resources Management

Personal Information

Gender: