

MRS. Rachel Renee Brooks-Williams

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Grayson, Georgia 30017 United States
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Availability:

Job Type: Permanent, Temporary, Term, Detail, Seasonal, Summer, Presidential Management Fellows, Recent graduates, Multiple, Internships, Intermittent, Telework

Work Schedule: Full-time, Part-time, Shift work, Intermittent, Job sharing, Multiple Schedules

Desired Locations:

Atlanta, Georgia, United States

Work Experience:

Full- Time Sales and Customer Service Representative- Remote-HRC010DP

Hilton Hotel

5550 Peachtree Parkway
Berkeley Lake, GA

1/2019 - 5/2019

Salary: \$880.00 USD

Hours per week: 40

Duties, Accomplishments and Related Skills:

Communicated with 30-35 customers daily. Handled customer complaints and provided alternatives and/or solutions to ensure all customers were satisfied with resolution. Followed communication guidelines, policies and procedures to ensure customers received 100% satisfaction. Informed customers of promotions, hotel packages and confirmed reservations. Made product recommendations or services to customers based on their needs and preferences.

Work Study

Department of Veteran Affairs (This is a federal job)

1700 Clairmont Rd
Decatur, GA

2/2012 - 6/2012

Hours per week: 25

Series: 0308 Records & Information Management

Pay Plan: AG - Summer Program

This is a time-limited appointment or temporary promotion

Duties, Accomplishments and Related Skills:

- Utilized various electronic data processing (EDP) systems to input data for processing claims and generating automated correspondence. Processed Personal Identification Information documents in accordance with the Veterans Administration rules and regulation.
- Conducted review of correspondence for use by other federal, state, and local agencies. Processed incoming mail and correspondence for veterans record. Commended by supervisor for increasing daily output by 25% and performed other related duties as directed.

Assisted the Public Contact Team with explaining compensation and pension benefits to veterans and family members. Prepared technical correspondence to veterans and their families in relation to inquiries. Receive telephone calls from and/or generate calls to veterans, their family members, and/or legal representatives concerning general information, directory assistance and complaint resolution

Supervisor: Ben McClain (404-929-5630)

Okay to contact this Supervisor: Contact me first

claims Adjudicator
Farm Bureau
8200 S Port Dr #109
Manhattan, KS

4/2006 - 12/2006

Hours per week: 35

Duties, Accomplishments and Related Skills:

Communicated with customers and stakeholders utilizing various electronic data processing systems to process claims and generate correspondence. Routinely conducted phone interviews with customers to gather pertinent claim information. Reviewed claims for accuracy to include medical evidence and evaluated laws to ensure compliance with all state and local regulations. Prepared and released correspondence for use by other local and state agencies.

Client Coordinator

Express Personnel Employment

900 Hayes Drive Suite Dr
Manhattan, KS

10/2008 - 12/2009

Hours per week: 30

Duties, Accomplishments and Related Skills:

Reviewed claims to ensure all complaints have been addressed. Interpreted state laws and existing statutes and procedures were followed. Utilized various data processing programs to input for processing claims. Conducted in-person and phone interviews with outside stakeholders to assist with processing claims. Prepared detailed written claims proposal letters and correspondence to customers.

Education:

University of Phoenix Phoenix, AZ United States

Associate's degree 10 / 2009

Major: Criminal Justice

Relevant Coursework, Licenses and Certifications:

BASIC LIFE SUPPORT
