

Patrice Richards

Raleigh, NC 27604

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Dedicated team player with proven leadership and communication skills. Highly entrepreneurial and efficient at building and maintaining client relationships. Seeking to leverage my interpersonal skills to bring a solid customer service perspective to the position as a manager at your company. I have the follow-through and positive attitude that will allow me to achieve company targets.

Authorized to work in the US for any employer

Work Experience

Traffic Control Specialist

NC DOT-Raleigh, NC

July 2022 to Present

I assist State Highway Patrol, 911 operators, Local Police and motorist with accidents and road conditions. Look at cameras and put in Waze and Apple Maps if an accident has occurred and routes to go. Also assist with putting in roadwork and dispatching local IMAAP and quick tow for a quick clearance of the roads.

Temp Registration/Biometric Screener

LabCorp-Durham, NC

August 2020 to Present

Temperature screener, biometric, and registration coordinator. Check all employees in a safe and timely fashion. Assist employees in signing up for wellness checks. Drove to many different locations to do flu shots as well. Delivered meds as well.

Office Manager/Proctor

NC Elite Career Center-Cary, NC

October 2005 to March 2020

Key Holder, Data Entry, Learn new programs in which we use to give exams. Give LSAT, PCAT, Clearance with homeland security in order to give Pan Exams and also FBI exams and BP(Border Patrol).

Help Desk Analyst Tech Tier I

NeoNova-Raleigh, NC

September 2018 to April 2019

Remote into email accounts to help set up. Set up VPN, set up ticketing system to fix hsi. Set up computers with the correct sql format. Make sure the customer server has correct network management. Also enable rural ISPs and businesses as well.

Video Repair Tech

Spectrum-Morrisville, NC

August 2017 to January 2018

Assist with billing, troubleshooting cable box. Set up techs home visits. Fix customer packaging to set the right needs for the customer. Handle multiple screens. Work the ticketing system for trouble tickets Frontier Communications Myrtle Beach, SC

Help Desk Technician

Frontier Communications-Myrtle Beach, SC

April 2014 to July 2017

Take deposits/billing payment while on multiple screens at one time. In a timely fashion. Assist techs with writing orders for customers. Set up trouble tickets/Troubleshoot systems. Assist customers with setting up the right package that works for them.

Assistant/GM Manager IT

Dunkin' Donuts-Raleigh, NC

October 2012 to January 2013

Handle edits, inventory, bank drops.

Handle scheduling with employees. Keep an awareness of all promotions and advertisements. Hiring administration.

Customer Service Rep

Convergys-Charlotte, NC

November 2010 to April 2012

Handle internet tech, phone tech as well as cable.

Troubleshoot equipment thru ticketing system. Provide great customer service with accurate assistance to all customers.

Customer Service Rep

Anthem Blue Cross Blue Shield-Raleigh, NC

September 2008 to October 2010

Handle medical billing per doctor's request from DME to hospital stays and add-on as in therapy. Also verified medication coverage to customers. Also worked with Well Point as well.

Office Admin Assistant

Harris Executive Tours and Travel-Raleigh, NC

August 2002 to July 2004

Entered all time sheets for trucks and schedules.

Maintained payroll and verified trips. Key Holder, Accounts payable, Operate tracking systems.

Education

Diploma

Athens Drive High School - Raleigh, NC

August 1999 to 2002

Associate's degree in Sociology

Shaw University - Raleigh-Durham, NC

September 2002

Skills

- Certified in SQL. CRM
- Salesforce
- Proficient in XP Professional Microsoft Word
- Microsoft Windows XP

- Microsoft Office Excel
- Spreadsheet
- PowerPoint
- Outlook Express
- PeopleSoft
- Cobra
- Avaya
- Cisco
- Data Entry
- Payroll
- Pearson Vue
- Laser Grade
- Tofel
- Pan
- PSI
- Operating Systems
- Help Desk
- VPN
- Network Support
- LAN
- DNS
- Active Directory
- Live Chat (10+ years)
- VoIP
- Technical Support
- Microsoft Windows Server
- Troubleshooting
- Mac OS (10+ years)
- Customer Service (10+ years)
- Computer Skills (10+ years)
- Software troubleshooting
- DHCP
- Dispatching
- Customer support
- Driving
- Travel Nursing (2 years)
- Transportation (6 years)
- Microsoft Exchange
- SharePoint
- IT support

- Ethernet
- Linux
- Citrix
- English
- Telecommunication
- IVR
- Remedy
- Azure
- Analysis skills
- Desktop support
- Typing
- Experience with children
- Childcare
- Documentation review
- Front desk
- Retail sales
- Training & development
- iOS
- Benefits administration
- Upselling
- Inside sales
- System administration
- TCP/IP
- Research
- Banking
- Delivery driver experience
- ServiceNow
- E-commerce
- Sales (7 years)
- Retail sales (7 years)
- Retail sales (4 years)
- Customer service (10+ years)
- Conflict management
- Zendesk
- Google Docs
- Accounts payable (10+ years)
- Customer support (10+ years)
- IT
- Sales (5 years)
- Customer support (10+ years)

- Accounts receivable
- Microsoft Access
- Remote access software
- Oracle
- IT
- Experience working with students
- IT
- Problem management
- Financial services
- Communication skills
- UNIX
- Filing
- Intune
- Order management system
- Analytics
- Data collection
- Communication skills
- Organizational skills
- Time management

Certifications and Licenses

Driver's License

Assessments

Work motivation — Proficient

January 2022

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Filing & organization — Proficient

November 2020

Arranging and managing information or materials using a set of rules

Full results: [Proficient](#)

Customer service — Proficient

February 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Retail customer service — Proficient

May 2024

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Attention to detail — Proficient

January 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Medical terminology — Proficient

January 2022

Understanding and using medical terminology

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient

April 2022

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

Basic computer skills — Proficient

May 2022

Performing basic computer operations and troubleshooting common problems

Full results: [Proficient](#)

Technical support — Completed

March 2020

Performing software, hardware, and network operations.

Full results: [Completed](#)

Work style: Reliability — Proficient

January 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Customer service — Proficient

June 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Technical support: Customer situations — Proficient

January 2022

Responding to technical support situations with sensitivity

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

July 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Customer focus & orientation — Proficient

September 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Technical support: Customer situations — Completed

November 2020

Responding to technical support situations with sensitivity

Full results: [Completed](#)

Call center customer service — Proficient

October 2021

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Completed

April 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Completed](#)

Analyzing data — Proficient

March 2021

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.