



# TATYANA WILLIAMS

Lauderdale, Florida  
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## WORK EXPERIENCE

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### Administrative Assistant

09/05 to Present

Universal Insurance Company  
Lauderhill, Florida

- Answer and direct phone calls
- Organize and schedule appointments
- Organize and create Excel sheets.
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Update and maintain office policies and procedures
- Maintain contact lists
- Submit and reconcile expense reports
- Enter NOI's Information to examiners

### Customer Service Representative

06/2022 to 07/2023

Answering Service Care  
Margate, Florida

- Answered each inbound call for medical emergencies in a timely and efficient manner, documenting each call into the system and notifying appropriate parties needed, dispatching parties as needed.
- Act as human answering service outside or during business hours for a variety of businesses, including doctor's offices, hospitals, and insurance companies.
- Page individuals and inform them of message.
- Schedule or cancel appointments.
- File messages.
- Relay verbal messages.
- Record and deliver messages.
- Answered customer calls promptly to avoid long wait times on hold.

### PROMOTED to a Trainer

- Developing digital and print educational material.

- Organizing classroom-style seminars.
- Conducting role-playing activities to develop interpersonal skills.
- Organize and create Excel sheets.
- Coordinate mentorship programs for new customer service representatives.
- Assess the impact of each educational course on staff performance and client satisfaction.
- Maintain updated records of training curricula and material.

## **Customer Service Representative**

07/2020 to 11/2021

Chewy's

Hollywood, FL

- Answered customer calls promptly to avoid long wait times on hold.
- Resolve 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.
- Contribute to team effort by accomplishing related results as needed.
- Greet customers warmly and ascertain problem or reason for calling.
- Build sustainable relationships of trust through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Place and cancel orders Assist with placement of orders, refunds, or exchanges.
- Take payment information and other pertinent information such as addresses and phone numbers

## **Customer Service Representative**

12/2018 to 05/2020

Teleperformance

North Lauderdale, FL

- Calculate dividends and create payment methods.
- Establish a collaborative relationship with prospective clients from various sources such as networking, cold calling, and referrals.
- Distribute policy proceeds after a claim is submitted and approved.
- Recommend risk management strategies that fit clients' personal risk profiles.
- Prepare and present detailed reports on the progress of initiatives to management.
- Complete administrative tasks including maintaining records and handling policy renewals.
- Track insurance claims to ensure client and company satisfaction.
- Describe the advantages and disadvantages of different policies to promote the sale of insurance plans.
- Create and implement marketing strategies to compete with other individuals or insurance companies.
- Respond to clients insurance-related questions and issues.

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## **SKILLS**

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Communication Active listener Empathy Warmth Problem-solving Dedication Time management Stress management Product knowledge Customer relationship management Flexible

5  
- year  
s

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## EDUCATION

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**Coconut Creek High School**

High school or equivalent

Coconut Creek, FL

08/2015 to 06/2018