

Takia Jackson

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I wish to obtain a position as a team-player in a people oriented environment where I can maximize my customer service experience in a challenging way to achieve goals. Excellent communication and computer skills; ability to work independently or as part of a team to meet project deadlines.

Authorized to work in the US for any employer

Work Experience

Customer Service Advocate

United HealthCare

October 2017 to Present

Assist with paying premiums

- Quoting benefits
- Appointment setting for clients
- Educating clients on submitted claims
- Communicating with providers
- Prior authorizations for medications
- Filing grievances for clients
- Educating clients on Medicare coverages
- Maintain confidential information for all clients
- HIPAA training
- Assist with locating PCP, Dental and Vision providers for clients

Escort

AccuCare Home Health

January 2017 to July 2017

to appointments, shopping, community outings, etc.

- Help clients get dressed
- Support system
- Assist cooking and cleaning if needed
- Hospice care

Caregiver

Amy's Loving Care

July 2016 to December 2016

Assist client with bathing, dressing, and feeding if needed

- Hair care, nail care, and denture care
- Exercise and ROM
- Companionship
- Laundry

Home Health Aide

Health At Home

February 2016 to June 2016

Assist with showering, dressing, feeding clients

- Escort to appointments or family outings
- Medication reminders

Certified Nurse Assistant

Delmar Gardens West Nursing Home

June 2015 to August 2015

Provided exceptional basic care to residents

- Vital signs
- Assisted residents with daily activities
- Listened and talked with residents
- Transferred residents if not mobile

Sales Associate

Walmart

September 2014 to July 2015

Completed sales transactions

- Maintained the cleanliness the store
- Answered questions about products and services
- Resolved customer complaints

Sales Associate

JC Penney

October 2013 to July 2014

Provided excellent customer service

- Greeted customers
- Assisted customers in finding merchandise
- Stocked and organized sales floor
- Worked the register and managed returns

Education

Declared Nursing

University of Central Missouri

August 2015

Health Sciences, Anatomy, and General Studies

Pattonville High School

May 2015

Medical Terminology Course

St. Louis Community College

Skills

- MICROSOFT OFFICE (2 years)
- MS OFFICE (2 years)
- OFFICE SKILLS (2 years)
- PROCESS MANAGEMENT (Less than 1 year)
- SCANNING (Less than 1 year)
- Customer Service (5 years)
- Call Center (1 year)
- Helping (5 years)
- Assisting (5 years)
- Guest Service (5 years)
- Hospice Care
- Anatomy Knowledge
- Medical Terminology
- HIPAA
- Physiology Knowledge
- Vital Signs

Certifications and Licenses

CPR Certification

CNA

Additional Information

- Microsoft Office Skills
- Critical Thinking Skills
- Process Management
- Time Management
- FAX/copier
- Scanning