

# Tamarah Latre

Saint Paul, MN

-Email me on Indeed: <http://www.indeed.com/r/Tamarah-Latre/0a4797d55de88747>

## Work Experience

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### **Customer Service Representative**

Alorica - Fresno, CA

June 2018 to November 2021

Customer service over the phone for Verizon wireless

### **CNA - Certified Nursing Assistant**

Horizon Health and Subacute Center - Fresno, CA

December 2008 to March 2014

VITAL SIGNS, BED BATH/SHOWER, INCONTINENCE CARE, ADL CHARTING, COMPUTER, MED TERM, COLOSTOMY CARE, FEEDING, RANGE OF MOTION, ETC

### **CNA**

FRONT OFFICE - Fresno, CA

January 2008 to June 2013

at Wish-I-Ah took care of the daily needs of patients that count care for themselves Front office I answered phones, wrote down appo

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## Education

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### **High school diploma**

Clovis West High School - Fresno, CA

August 1996 to June 2000

### **Associate's degree**

## Skills

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- MANAGEMENT
  - Problem Solving
  - Ability to work in harmony
  - Honesty
  - Flexibility
  - # Qualifications
- Data Entry
- Vital Signs
- Medical Terminology
- Office Administration

- Clerical Experience
- Phone Etiquette
- Microsoft Outlook
- Medical Office Experience
- Typing
- Personal Assistant Experience
- Medical Billing
- Computer Literacy
- Cash Handling
- Time Management
- 10 Key Data Entry
- Front Desk
- Word Processing
- Office Management
- Microsoft Word
- Order Entry
- Sales
- Computer Operation
- English
- Administrative experience
- Customer service
- Microsoft Office
- COMMUNITY AND HUMAN SERVICES (9 years)
- Safety plans
- Patient Care
- Medical Records
- HIPAA
- Medical Scheduling
- Insurance Verification
- Caregiving
- Medical Coding
- Care plans
- Patient monitoring
- Documentation review
- Banking
- Quality assurance
- Windows
- Continuous improvement
- Employee orientation
- Customer relationship management

- Leadership
- Supervising experience
- Retail management
- Operating systems
- Case management
- Benefits administration
- Software troubleshooting
- Analysis skills
- Search engines
- Tax experience
- Financial services
- Addiction counseling
- Fair Housing regulations
- Employment & labor law
- Customer support
- LAN
- Remote access software
- CRM software
- Human resources
- Debits & credits
- Filing
- Telemarketing
- Google Suite

## Certifications and Licenses

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### **Securities Industry Essentials**

#### Assessments

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#### **Sales skills — Completed**

January 2022

Influencing and negotiating with customers

Full results: [Completed](#)

#### **Home health aide skills — Proficient**

January 2022

Providing care to patients in a home setting

Full results: [Proficient](#)

#### **Customer focus & orientation — Proficient**

January 2022

Responding to customer situations with sensitivity  
Full results: [Proficient](#)

### **Customer service fit — Familiar**

February 2022

Measures the traits that are important for success for customer service roles  
Full results: [Familiar](#)

### **Verbal communication — Familiar**

February 2022

Speaking clearly, correctly, and concisely  
Full results: [Familiar](#)

### **Front desk agent (hotel) — Proficient**

February 2022

Selecting hotel rooms based on verbal requests and identifying errors in hotel data  
Full results: [Proficient](#)

### **Administrative assistant/receptionist — Proficient**

January 2022

Using basic scheduling and organizational skills in an office setting  
Full results: [Proficient](#)

### **Work style: Reliability — Familiar**

January 2022

Tendency to be reliable, dependable, and act with integrity at work  
Full results: [Familiar](#)

### **Customer service — Highly Proficient**

January 2022

Identifying and resolving common customer issues  
Full results: [Highly Proficient](#)

### **Office manager — Completed**

February 2022

Scheduling and budgeting  
Full results: [Completed](#)

### **Sales skills — Completed**

January 2022

Influencing and negotiating with customers  
Full results: [Completed](#)

### **Spreadsheets with Microsoft Excel — Completed**

February 2022

Knowledge of various Microsoft Excel features, functions, and formulas  
Full results: [Completed](#)

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

## Additional Information

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PERSONAL SERVICE