

# CRYSTAL AUGUSTA

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## SUMMARY OF QUALIFICATIONS

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- Proficient in Microsoft Office Suite
- Document imaging
- Confidential records management
- Excellent computer navigation skills (move between multiple windows and programs)
- 10 Key proficiency
- Excellent computer navigation skills (move between multiple windows and programs)
- Creative and critical thinker
- Effective oral and written communicator
- Existing high speed internet access at home (Ethernet, no wireless)
- Strong analytical skills
- Quiet, noise-free home office space free of distractions
- Work a set schedule which includes full-time training hours & weekends
- Exceptional interpersonal and customer service skills
- Conflict resolution

## WORK EXPERIENCE

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### **Centarui Health Solutions - Scottsdale, Arizona**

**June 2021 – Present**

*Remote Senior Outreach Specialist*

- Works with health plan members by phone to determine potential disability.
- Utilizes Social Security body system listings to determine level of severity and impairment.
- Assesses activities of daily living and residual function capacity.
- Completes Online disability report through SSA website and enters disability case summaries.

### **EmergeBPO: Office Depot/Office Max - Boca Raton, Florida**

**September 2019 – June 2021**

*Remote Customer Service Business Advisor/ Office Depot Strategic Accounts Representative*

- Serves customers by providing guidance, proactive recommendations, answering questions, and other types of value-added information to meet or exceed client expectations.
- Resolve product or service problems by clarifying the customer's concern or inquiry.
- Make recommendations that surprises and delights business customers when answering questions that result in additional sales.
- Document and report through established procedures for any errors in pricing, product descriptions, unit of measure or other service opportunities that do not meet the client's standard.
- Develop strong customer relationships via email and strong supplier relationships via ticket creation or phone contact.

**Georgia State University: Newton Campus - Covington, Georgia**  
*Enrollment Services Assistant*

*October 2015 – May 2019*

- Maintain Newton Campus Records Center to facilitate document retrieval, maintain stored documents and accept documents for storage.
- Prepare files for digital conversion, scan documents using Application Xtender Image, Xtender Document Manager, QuickScan Pro, Campus Logic and SLATE.
- Assist in finding documents, maintaining stored documents, and accept documents into Records Center for storage.
- Scanning, indexing, and coding various document types for the following departments: Enrollment and Registration Services, Financial Aid, Admissions and the Undergraduate Studies.
- Collaborate with other departments to prioritize work flow.

**Georgia Perimeter College: Newton Campus - Covington, Georgia**  
*Computer Lab Assistant*

*June 2007 – October 2015*

- Supported the college community with login password issues, basic software questions, and provided customer service.
- Opened, closed, and monitored access, and security for classrooms and labs.
- Documented and reported technical issues.
- Updated Lab Assistant blog with new ways to solve software and hardware issues.
- Removed and installed computer labs and classrooms.
- Performed PC/Media replacement.
- Partnered with the Assistant Supervisor to perform hardware inventory.
- Recognized for Excellent Customer Service during 2013, 2014, and 2015.

**Bank of America - Atlanta, Georgia**  
*Data Entry Operator/ Year Up Intern*

*August 2010 – January 2011*

- Processed transactions in the bank's internal operations unit to support domestic and international consumer, commercial and wholesale bank businesses and/or service functions.
- Ensured quality service with efficient operations support for internal business partners and/or external customers/clients.
- Maintained a 10-key speed of 6500 kph.
- Achieved a data entry accuracy rate of 93%.
- Received a monthly 'Zero Error' employee award.

**VOLUNTEER EXPERIENCE**

- Served as a panelist for the Year Up Greater Atlanta Inc. Class 17's Persuasive Speech Panel.
- Served on the Georgia Perimeter College Foundation Fall 2015 Scholarship Selection Committee.

## **PROFESSIONAL CERTIFICATES**

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<b>Certificate Name</b>	<b>Institution</b>	<b>Award Date</b>
Logistics Education And Pathways: Transportation Operations	Georgia Institute of Technology	August 2017
Logistics Education And Pathways: Supply Chain Management Principles	Georgia Institute of Technology	August 2017
Logistics Education And Pathways: Warehousing Operations	Georgia Institute of Technology	September 2017
Logistics Education And Pathways: Customer Service Operations	Georgia Institute of Technology	October 2017
CPR/AED (BLS), Standard First Aid and Bloodborne Pathogens	American CPR Care Association	April 2021

## **EDUCATION**

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### **CONTINUING EDUCATION**

- Ongoing Customer Service Training
- USG Yearly Ethical Training

**Atlanta Metropolitan State College, Atlanta, Georgia**  
Associate of Science, Pre-Engineering

*August 2019 – Present*

**Georgia Perimeter College, Covington, Georgia**  
Associate of Science, Computer Science

*August 2006 – December 2008*