

Karena V Isaacs

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Objective: To utilize my experience and skills in an arena offering challenge and security

Qualifications: Strong communication skills for an efficient continuum of quality service
Highly motivated self starter with strong work ethic and organizational skills
Detail oriented. Exceptional computer skills in Windows, QuickBooks.

Experience:

Customer Service/Account Manager

Cash Now Funding Group 11/2021 to Present

Harrison Arkansas

Hands-on role in dealing with customers and responsible for completing tasks associated with the branch's daily operations. Active role in meeting all performance goals and metrics for the branch as defined by upper management. Customer service (both over the phone and email), attention to details. Assisted and participated in all marketing and collection efforts. Job responsibilities were completed in a timely manner that complied with all federal and state regulations and adheres to company policies, procedures, and practices. Answered phones and emails from customers and Attorneys RE: cash advances and monies for clients. Worked in Sales Force and Outlook and other banking and loans apps.

Tier 1 Internet repair/Customer Service

Windstream 10/2019 to 11/2021

Harrison Arkansas

Responsible for taking incoming calls from users and generating an activity report. Created dispatch/refer ticket for repair for internet or phone service if I am unable to solve the problem with my tools and knowledge. Accumulated a call resolution rate of 95 percent. Adept at identifying and solving problems communicating complicated solutions to users and working directly with users and management to solve ongoing issues. Responded to incoming inquiries, customer questions and resolved problems to standardized procedures while maintaining a courteous manner. Gathered information and asked questions to determine source of problems and customer needs. Maintained an excellent survey record of a 10 plus.

Bookkeeper

Judy's Insulation and Cabinets 02/2017 to 10/2019

Harrison Arkansas

Record day to day financial transactions and complete the posting process, pay bills and print checks for vendors weekly. Verify that transactions are recorded on the correct account Complete tax forms and invoicing and end of month statements for customers. Enter data, maintain financial statement. Record and keep track of vacation days for employees. Process accounts receivable/payable and handle payroll in a timely manner. Responsible for daily deposits, answer phone calls and provide customer service.

Receptionist/Patient Assistance

Willow Street Health Center 06/2012 to 02/2017

Harrison AR

Open the office in the morning, greet patients, Schedule patient appointments, Collect money and co-pays according to protocols, to prepare and balance daily financial registers and submit all forms and fees to the accounts department. Maintain medical records and obtain medical records from other Doctors offices and hospitals. Manage the continuous flow of information from doctors' offices and other health care establishments. Follow up and handle patient paperwork and answer telephones. Respect and maintain the privacy and dignity of clients, to assure client confidentiality at all times. To distribute the required information via post, courier, telephone and email. Assist patients in accurately completing appropriate forms and documents for the required information. System used E Clinical. Assist patients with their patient assistance for meds and scripts.

Senior Nurse Recruiter/Office Manager

Nationwide Nurses LLC 09/2001 To 06/2012
Harrison AR

Recruitment of health care professionals to work on long-term and temporary assignments as well as permanent placement in Government or Non Government health care facilities in all 50 states. Qualifying of candidates utilizing screening tools and personal interviews. Verification of credentials, licensure and references. Conduct extensive background checks of candidates. Negotiation of compensation packages. Presentation of qualified candidates to clients for review and placement. Provide exceptional customer service and follow-up. Miscellaneous HR and PR related functions performed on a routine basis. Knowledge of Osha, Hippa, JCAHO and other healthcare related services. Writing of policy and procedures, facility and Nurse contracts. Travel to healthcare facilities to be on site liaison for Nationwide Nurses and attend Indian Health Service council meetings. Housing and flight arrangements for nursing staff.

Customer Service/Insurance Sales

Campbell Insurance Agency 02/1999 to 09/2001
Harrison AR

Call on policyholders to deliver and explain policy, to analyze insurance program and suggest additions or changes. Calculate premiums and establish payment method. Customize insurance programs to suit individual customers, often covering a variety of risks. Sell various types of insurance on behalf of Campbell Insurance, including automobile, home, flood, property, business and specialized policies such as marine, farm/crop and medical malpractice. Contact underwriters and submit forms to obtain binder coverage. Ensure that policy requirements are fulfilled by completion of appropriate forms. Confer with clients to obtain and provide information when claims are made on a policy.

Education:

C of O Aviation Science 1991
Certified Wine Sommelier 2004
Certified Notary Public

