

# Jhania Perkins

Champaign, IL 61820

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I'm driven, as well as a fast learner. I love to gain new experiences and learn a lot along the way. I will work hard to be the best at everything I strive to accomplish.

Willing to relocate to Illinois

## Work Experience

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### Technical Support Representative

NRTC Managed Services - Rockford, IL

January 2022 to May 2022

I assisted with troubleshooting DSL, Fiber, and Fixed Wireless Internet as well as Email, TV, and Phone issues for customers in rural areas that don't use mainstream internet services. The position was contract/temporary.

### Team Lead Medicare Telesales

Alorica Calling Center- UHC - Rockford, IL

July 2021 to October 2021

I have received my health insurance license in multiple states. I am responsible for keeping track of my team's metrics during production and reporting them to my higher ups. I listen to live calls and recorded calls and fill out quality forms based on those calls

### Commercial PCA

Alorica Calling Center - Rockford, IL

March 2021 to April 2021

I am responsible for answering phone calls regarding medications. I refill prescriptions, check order status, handle billing, discuss insurance claims, deductibles, out of pocket expenses, etc. I am very comfortable using Microsoft and other software.

### Sales Associate

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August 2020 to October 2020

I was responsible for maintaining quality customer service, assisting and completing sales, and maintaining a presentable work environment

## **Student Manager**

Rockford University - Rockford, IL

October 2018 to May 2020

I was responsible for answering phone calls, maintaining a presentable work environment, and assisting staff/alumni/parents in getting around campus comfortably.

## **Cashier/Sales Associate**

Wendy's - Urbana, IL

May 2017 to April 2018

I was responsible for handling money as well as customers, maintaining a clean work environment, and providing customers with satisfactory and quality food

## **Education**

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**High school diploma or GED**

## **Skills**

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Retail Sales

Cash Handling

Sales

Serving Experience

Customer service

Basic math

Customer Service

Math

Organizational Skills

Cleaning Experience

Cashiering

Call center

-

Less than 1 year

Administrative experience

-

2 years

Microsoft Word

Insurance Sales

Customer support

Typing

Microsoft Outlook

Computer Skills

Google Docs

-

4 years

Technical support

-

Less than 1 year

Communication skills

Computer literacy

Help desk

Windows

HIPAA

Microsoft Powerpoint

Microsoft Excel

Technology support

## **Certifications / Licenses**

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### **Insurance License**

August 2021 to August 2023

With this license, I am authorized—in 26 states—to sell and solicit insurance policies.