

Marietta Grant

Help Desk

Fort Worth, TX 76106

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6822467923

Authorized to work in the US for any employer

Work Experience

Rural Carrier Associate (RCA)

United States Postal Service - Fort Worth, TX

June 2018 to Present

Picks up and delivers mail, packages and parcels to United States Postal Service (USPS) customers located outside urban area. Route may include residential or commercial patrons or a mixture of both. At the end of shift returns to post office drop off undelivered mail as well as signed receipts that have been collected from customers.

Security Officer

TSI - Fort Worth, TX

May 2018 to October 2018

Monitor construction site shopping Malls patrol mobile & Foot DAR report all activity patrol interior and exterior of building

Rural Mail Carrier

USPS - Overland Park, KS

October 2016 to October 2017

Delivering mail sale stamps collect mail deliver packages

Janitor

Corporate Cleaning Group - Lenexa, KS

June 2015 to December 2016

Clean exterior & interior buildings mop buff floors empty trash can clean restrooms dust

Help Desk/Customer Service

Optum - Overland Park, KS

March 2013 to January 2016

for problem resolution of customers issues and to calls from regarding claims payments, benefits, eligibility, and certification issues, investigate issues and document steps taken to achieve resolution, manage resolution through contact with claims department. Inbound calls fill prescriptions:process prescriptions educate customers regarding insurance benefits, assist pharmacy with rejected claims trouble shoot reject claims hmo, medicade, medicare insurance claims, data input, tracking shipped medication if not received y customers Accountable

Ranstand Staffing Customer Service Representative

Randstad Professionals - Overland Park, KS
March 2013 to October 2013

Inbound calls educate customers regarding insurance benefits, fill prescriptions trouble shoot
Rejected insurance claims

Collections Representative

Convergys - Lenexa, KS
September 2012 to September 2013

Call center contractor True Green Inbound & outbound calls collecting past due accounts over 90 days
processing payments data input resell products & services

Unemployed

UNEMPLOYED - Grandview, MO
January 2012 to August 2012

unemployed

Rescare Home Care Home Health Aide Can

Recare - Overland Park, KS
March 2011 to June 2011

House Keeping dusting bed making oral care oral care transport patients to and from
Hospital

Type of Award / Award Description

Outstanding Employee Of the Month Providing excellent customer and receiving adherence of 98.7

Supervisor-Dispatch

Global Asset Protection - North Kansas City, MO
January 1998 to February 1999

Responsibilities

- Assists in the supervision of Security Officers on assigned shift.
- Responsible for the proper execution of assigned duties.
- Trains new officers.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities including interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Maintains a professional departmental, company and community reputation.
- Maintains regular, consistent attendance record.
- Knowledgeable of and adhere to all rules and regulations, policies, and orders.

Accomplishments

Being professional supervising eight employees training and responding to emergency around the facility

Skills Used

- Maintains a professional departmental, company and community reputation.

- Maintains regular, consistent attendance record.
- Knowledgeable of and adhere to all rules and regulations, policies, and orders.
- Provided professional service to clients
- Provides overall protection of company assets.

Education

Associate in Business

National American University-Lee's Summit - Lees Summit, MO
October 2017 to October 2018

Penn foster High School
1999

Skills

- Microsoft (10+ years)
- Certified Nursing Assistant (4 years)
- Customer Service
- Customer Service (10+ years)
- Human Resources (1 year)

Additional Information

Skills Summary

Data Entry, General Office, Customer Service, Fax, Windows,
Microsoft Word, SQL, Scanner, Microsoft Access, Certified Assistant,
Copy Machine, Administrative Support Work