



FATIMA WALLACE

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Summary

Experienced team supervisor and mentor well-versed in reviewing calls and employee performance to devise and implement customized improvement strategies. Gifted in building rapport with callers and trust in team members to promote successful handling of issues. Achievements include improved customer satisfaction scores, increased service quality and reduced call times. Forward-thinking professional adept at developing and implementing successful policies to meet changing demands.

Skills

- Transportation solution development
- Vehicle inspections
- Fleet management
- Fleet dispatching
- Policy development
- Transport license
- Centralized transportation initiatives
- Staff development and oversight
- Collaboration
- Computer skills
- Multitasking
- Microsoft Office
- First Aid/CPR
- Training & Development
- Cost control and tracking
- Transportation regulations knowledge

Experience

Knox County Schools Transportation |
Knoxville, TN

Transportation Coordinator/Contractor
Aug2009 - Current

- Set operations, policies and standards to ensure the safe transport of students to and from destinations.
- Ensure subordinates are in compliance with policies and procedures outlined in Knox County School transportation contract.
- Analyze expenditures and other financial information to develop profits and improving services.

CVS Caremark | Knoxville, TN

Senior Supervisor
Apr2002 - Jul2009

- Designed, implemented and evaluated staff training and development programs for customer service initiatives and performance measurement criteria.
- Researched, compiled and prepared reports, manuals, correspondence and other information required by management, local and/or governmental agencies.
- Supervised the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Coordinated activities with other supervisory personnel, other work units or departments.
- Participated in the work of subordinates to facilitate productivity or to overcome difficult aspects of work as well as creating internal and external relationships for more accurate and efficient work flow.
- Traveled throughout the US to coordinate, create, initiate and collaborate with all branches of the company as well as Directors and representatives from Centers for Medicare/Medicaid to create developmental training

materials for Medicare Part D program.

Block Vision | Lithicum, MD

Project Manager

Nov2014 - Sep2015

- Analyzed expenditures to prepare budget per project.
- Planned staffing hours based on project.
- Coordinated clinic day events with health plan representatives.
- Created relationships with internal and external partners to assist with appointment scheduling for plan identified diabetic/glaucoma members.
- Assisted in fulfilling HEIDIS/STARS goals for plan administrators by performing the attestation process.
- Performed claim adjudication via Premia and placing overrides in system to process escalations.
- Performed quality monitorings to ensure procedures are followed effectively and efficiently.

Education and Training

American InterContinental University | Schaumburg, IL

Bachelor of Arts in Organizational Psychology And Development

07/2011