

Elizabeth Taylor

North Las Vegas, NV 89032

Taylor.Elizabeth1991@yahoo.com

+12019389190

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

ShareLife Vacations - Las Vegas, NV

July 2023 to Present

- Discussing debts with customers and creating a payment plan that allows them to pay what they owe
- Collecting payments via credit card via phone
- Negotiating settlements to accept a percentage of the debt
- Logging every contact attempt and the outcome of the contact
- Removing settled debts and deceased individuals from records
- Updating credit files when debts are satisfactory
- Determining clients' needs and suggesting suitable travel packages
- Organizing travels from beginning to end, including tickets, accommodation and transportation
- Supplying travelers with pertinent information and useful travel/holiday materials.

Slot Attendant

The D Hotel & Casino - Las Vegas, NV

November 2022 to May 2023

- Handle large amounts of money, accounting for total funds received throughout the day, at the end of each day.
- Exchange foreign currency for guests.
- Maintain accountability over a cashier drawer.
- Encourage guests to use rewards and loyalty card, which entails explaining how to use the card as well as the advantages of its use.
- Maintain database such as updating of guest records and flagging of duplicate accounts.
- Help coordinate all promotions as well as slot tournaments.
- Protect Company assets and comply with regulatory and monetary policy guidance.

Customer Service Representative

Hemper - Las Vegas, NV

December 2021 to August 2022

- Serves customers by providing product and service information and resolving product and service problems
- Provide high-quality e-support on operational and functional issues which includes but is not limited to
- Open and maintain customer accounts by recording/updating and service online

- Resolves product or services problems by clarifying the customers complaint determining the cause of the problem, selecting and explaining the best solutions or adjustment, and following up to ensure resolution

Registration Associate

Alliance Community Healthcare - Jersey City, NJ

June 2019 to November 2021

- Evaluate the budget and create reports with recommendations to cut costs
- Schedule employees based on patient needs
- Oversee the organization of all patient records
- Stay up to date on healthcare laws and regulations
- Offer recommendations to decision-makers on ways to improve the efficiency of the office

Store Visual Supervisor

Love Culture - Jersey City, NJ

September 2016 to August 2019

- Developed Visual Departmental execution plans, programs and budget.
- Implemented space planning reports, set guides, merchandise planners, core standards and event executions.
- Maintained work schedules for four Visual Design team members and conducted their annual performance appraisals.
- Created a training program based on corporate merchandising and presentation standards. Managed marketing releases to local media.
- Represented store as community liaison for numerous local charities and fund-raising events.

Education

Associate's degree in Communications

CSN - Las Vegas, NV

December 2023 to Present

High school diploma in Computer Business Office Technology

Job Corps Career Academy - Edison, NJ

March 2011 to April 2013

Skills

- Retail Management
- Store Management Experience
- Security
- Merchandising
- Planograms
- Loss Prevention
- Profit & Loss
- Packaging

- online orders
- Medical office experience
- Microsoft Office
- Medical office experience
- Microsoft Office
- EMR systems
- Medical terminology
- Insurance Verification
- Medical Scheduling
- Medical Records
- HIPAA
- Patient Care
- Medical Billing

Certifications and Licenses

First Aid Certification