

# Latoya Weber

**Delivers positive experiences through high-quality service and work ethic.**

Cincinnati, OH 45238

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+1 513 288 0374

Avid Administrative and Customer Service Specialist offering commitment with in-depth knowledge of account management and training.

Authorized to work in the US for any employer

## Work Experience

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### **Remote Support Specialist**

Total Homecare Solutions THS - Cincinnati, OH

April 2022 to Present

- Remote Supports Specialist is responsible for providing remote assistance to individuals with developmental and intellectual disabilities.
- Handles all incoming alarm signal activities and take the appropriate action per protocol.
- Make outbound calls in order to dispatch Police/Fire Departments regarding alarm activities while following standard operating procedures.

### **Account Resolution Specialist**

Enterprise Holdings Corporate

January 2020 to February 2022

- Resolution team specialist for corporate complaints.
- Resolve reservation and billing issues.
- process refunds and finalize invoices.
- adhere to call quality control.

### **Financial Services Associate**

Fidelity Investments - Covington, KY

May 2019 to December 2019

- Six month hire with extension
- Manage loans and withdrawals from 401k accounts.
- Answering customer queries with a professional attitude and manner while adhering to measurable departmental goals.
- Processing transactions accurately.
- Effectively utilizing and navigating internal resources to arrive at the right solution for the client e.g. computer systems, online resources, and business partner relationships

### **Pharmacy Customer Care Specialist**

Humana - Cincinnati, OH

June 2014 to May 2019

- Educate members about Humana's products and services

- Receive, document and resolve member inquiries by using established best practices related to individual benefits/plan
- Ability to multitask within several computer systems while on the phone
- Maintaining confidentiality and following HIPAA regulations
- Running test claims to give estimates for medications
- Subject Matter Expert, training new associates to the team
- Achieved 100% quality while maintaining production

## Education

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### **Bachelor's degree in Special Education**

Grand Canyon University - Phoenix, AZ  
November 2021 to Present

### **Associate in Science (AS)**

Cincinnati State Technical and Community College  
August 2007

### **High school diploma**

August 2002 to May 2005

## Skills

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- HIPAA
- Compounding Medications
- Financial Services
- Pharmacy Technician Experience
- Typing (10+ years)
- Customer service
- Microsoft Office
- Medical Terminology
- Social media management

## Certifications and Licenses

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### **CPR/AED for Professional Rescuers and Health Care Providers**

May 2018 to December 2020

Certification

### **National Pharmacy Technician Certification (PTCB)**

## Assessments

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### **Written communication — Proficient**

January 2022

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.