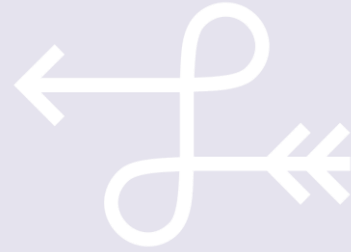


I am that I am

# Diamond Kurtz

Seeking to gain knowledge, skills, growth and financial gain through employment opportunities.



## Education

Holistic Naturopathy Certification 03/2024

Food for Thought: The Relationship Between Food, Gut and Brain 2023 (European Institute of Innovation Technology)

Introduction to Information Security Management certification 2023 (University of Malaysia)

Mysteries of the Universe certification 2023 (National Tsing Hua University)

The Cyber security Landscape Certification 2023 (Coventry University)

System Security Testing and Maintenance Certification 2023 (Coventry University)

Security System and Application Development Certification 2023 (Coventry University)

Teach English Online 2023 (Cambridge University Press and Assessment)

Southern New Hampshire University (no degree, a few college credit, 4.0 GPA)

## Contact

Phone

470-865-4738

470-740-3905

Address

Georgia

Email

Diamondklor10@gmail.com

## Experience

Teleperformance- Inbound Customer Service Rep 11/2015- 12/2016

**Duties: Assisted Senior citizens with their healthcare plan for the company United Health Group. I handled all aspects of the calls from co-pays, deductibles, premiums, balances, benefit and overall plan information.**

Alliance Data -Customer Service Rep 01/2017-01/2018

Assisting clients as a third-party operator for various companies such as Lane Bryant, Torrid, Victoria Secret and more. Assisted customers with their credit card payments, rewards, membership and plan info.

Verizon- Sr Customer Service Rep 02/2018-06/2019

Assisted clients as well as employees within Verizon (Internal/ External) with resources to better assist customers and or act as a help aid. I've handled a multitude of job functions such as payment, plan details, assisting store managers with authorizations, order details, phone activations, ect.

America's Seafood & Meats, LLC – Business Operations Manager 04/2023 - Current

## Me

Knowledge of self is the root of all knowledge – Heidi M Morrison

## Skills

- Customer Service Skills
- Billing
- Data Entry
- Problem Solving
- Teamwork
- Technical Support
- Ethical Hacking
- Healthcare

Here I handle all the daily administrative tasks of the day-to-day business functions. I complete monthly tax assessments, handle all business meetings, maintain relationships with vendors, product assessment, edit websites to fit business needs, marketing and maintaining customer relationships. I also ensure business is following state guidelines.

So, I know you're impressed, to be honest my work history reflected a person that doesn't exist. With life experience my current certifications gives you a broader insight into my strengths and interests today. Together let's work together and transform our realities into something greater. To further collaborate email me at [diamondklor10@gmail.com](mailto:diamondklor10@gmail.com) or call me at 470-740-3905