

# ***BRE'ANNA HOUSTON***

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## **OBJECTIVE**

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Detail-oriented, skilled professional with over 3 years of expertise Call Center Representative with a superb record of customer satisfaction and successful sales. Adept multitasker able to address multiple customer and company tasks with the highest degree of professionalism and accuracy. Flexible scheduling availability to include evenings, weekends, and some holidays.

## **SUMMARY OF SKILLS**

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- Extensive call center representative experience
- Strong familiarity with product information to inform customers
- Exceptional skills in logging numbers accurately
- Outstanding skills in technical support
- High creative thinking and customer service skills
- Superior record of closing telephone tickets
- Excellent proficiency with MS Office suite
- Customer service orientation
- Microsoft Excel/ Spreadsheet

## **WORK EXPERIENCE**

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**Walmart**, Richmond, VA

November 2020 to Present

**Unit Manager (40 hours)** – Full time

- Develops, communicates, and leverages a strategic vision aligned with company, market, and local plans and tactics to direct the management team and management and hourly associates in facility operations, merchandising, and company direction.
- Provides supervision and development opportunities for management and hourly associates in a facility that may present issues such as high turnover, significant engagement issues, inexperienced associates, and recruiting challenges in an experienced, highly competitive market, requiring ongoing and proactive recruitment, hiring, training, mentoring, succession planning, duty assignment, performance evaluation, recognition, and diversity awareness across multiple levels of the organization.
- Upholds the company's Open-Door Policy in a dynamic, multifaceted environment by meeting with associates and listening to concerns; researching issues; leveraging necessary resources for complex, time-sensitive requests; reviewing company policies and procedures; teaching and driving consistency in responsiveness and resolution across managerial levels within the facility
- providing resolution for associates, including proactively seeking out associate comments and concerns by meeting with associates in their work areas.

- Ensures compliance with company policies and procedures by anticipating and proactively responding to challenging compliance issues; effectively navigating an environment with challenging compliance requirements and high levels of necessary controls
- Developing and implementing action plans to correct deficiencies; and providing direction and guidance on executing company programs and strategic initiatives.
- Initiates, directs, and participates in community outreach programs in a high visibility, potentially high-profile, and dynamic environment with the possibility of significant media attention,
- Encouraging and supporting associates and managers in serving as good members of the community
- Establishing and maintaining relationships with key individuals or groups in the community and media as the representative for the company
- Drives the financial performance of the facility by ensuring that sales and profit goals are achieved; maintaining a strategic, holistic, and analytical business perspective; anticipating and accounting for key performance indicators
- Executing process improvements and productivity tools; leading the management team in controlling expenses to ensure they are indexed to sales; interfacing with market teams to drive margins and increase sales;
- developing and implementing plans to correct any deficiencies in financial performance in the facility; overseeing the creation of budgets; and leading the analysis of economic trends and community needs for budget forecasting.
- Drives sales in the facility by accounting for multiple, dynamic indicators (for example, external environment, merchandising, customer and associate base, replenishment, sales windows)
- Ensuring effective merchandise presentation, including accurate and competitive pricing, proper signing, and in-stock and inventory levels; budgeting and forecasting sales; and assessing economic trends and community needs.

**Capital One, Richmond, VA**

October 2019 to November 2020

**Sr. Finance Risk Coordinator (40 hours)**

- Reconstruct inaccurate accounts, gathers and organizes information for inquiries and resolves problems referred by managers, and employees
- Servicing and collecting on accounts by identifying problems and finding resolutions to create a positive customer experience
- Provides cash collections data including validation and corrections of financial transactions and resolve issues/problems involving data entry functions and task
- Educate the customer thoroughly on their account status on every call
- Overcome objections that customers have about making payments toward their account and help them to understand their account(s) and responsibilities.
- Provide thorough and accurate documentation to accounts reviewing the procurement request for completeness, obtaining additional information from the requirements offices, preparing the invitation for bid, identifying sources of supply, preparing administrative change order documents and supporting memoranda, reviewing contractor's requests for payment for compliance with specific contract terms, and making initial review of inventories in termination actions.  
Reviewing solicitations and amendments for adequacy and completeness; and,
- Monitoring vendor performance for compliance with terms and conditions of the award
- Confers with analysts and action officers in the various interested organizations to develop information, obtain clarification of divergent viewpoints, and build consensus for a course of action acceptable to the office.

- Assist in analyzing, interpreting, and reviewing budget regulations.
- Assist in monitoring the obligation and expenditure of funds.
- Examines accounts or resolves difficult reconciliations requiring an analysis of adjustments and corrections in accounts. Traces transactions identifying the source(s) of discrepancies, develops corrective actions required to bring accounts into agreement, ensures the accuracy of adjusted accounts, and recommends actions to prevent recurrence of similar discrepancies involving a multiplicity of interrelated systems.
- Performs broad in-depth analysis on multiple management systems and applies this information to complicated precedent type cases to resolve especially difficult and sensitive, out of balance conditions associated with processing actions within accounting systems.
- Enabled the monthly close process to decrease from 6 to 4 days.
- Coordinated the data of multiple physician group billing systems.
- Heavy use of Microsoft Access, Excel, and Oracle.

**Dominion Outsourcing, Glen Allen, VA**

June 2017 to October 2018

**Medical Service Call Center Representative (40 hours)**

- Reaching out to physician offices to confirm demographic, account information, and medical necessity
- Using effective communication skills to obtain required documentation for our client's patients or customers
- Acting as a patient advocate with the physician offices
- Utilize technology to handle high call volumes
- The ability to work with limited supervision
- The ability to learn new policies and procedures quickly
- Maintain confidentiality of information and follow HIPAA guidelines
- Meet individual goals for successful productivity to include accounts per hour and Quality Assurance

## **EDUCATION**

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**Associate of Science, J. Sargeant Reynolds Community Colleges, Richmond, VA**

October 2017- 2021

**Bachelors of Arts in Criminal Justice, Norfolk, VA**

2021 – Present

## **TRAINING AND PROFESSIONAL DEVELOPMENT**

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Educational/degree training  
 Excellent Interpersonal skills  
 Emergency response training  
 Leadership management skills

## REFERENCES

Upon Request

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