Waikeena Thomas

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Gaithersburg, Maryland

(240) 350- 1026

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**Qualifications:**

* Year(s) of Customer Servicing experience in a fast paced, high volume environment
* Experience with assisting customers over the phone
* Detail-oriented with multi-tasking skills
* Excellent verbal, written and interpersonal communication skills
* Proficient with Microsoft Word, Excel and Outlook

**Education:**

* Clarksburg High School June 2014
* CPR/ First Aid certified (American Red Cross)
* Med Tech Certified
* Maryland Global Campus- Bachelor’s in Information Technology (Expected Graduation November 2028)

**Relevant coursework:**

Child development- school daycare class (2010)

Foundation of Medicine and Health - High school elective course

* Biology
* Chemistry
* Anatomy
* Physiology

**Work experience:**

High's Chimney Service (January 2012 - July 2016) Receptionists

* Calling clients offering specials
* Communicating with clients / Answering questions
* Scheduling appointments
* Provide clinical support
* Answering incoming calls/ Forwarding calls
* Answering high volume calls
* Greeting clients
* Obtain and send information using computer, email, and fax machine

Tablet Express Distributors LLC (Jan 2017 - March 2019 ) Customer Service Receptionists / I T Tech

* Answering high volume inbound calls
* Provide customer support
* Provide technical support
* Data entry
* Forwarding incoming calls
* Greeting customers
* Provide troubleshooting methods and solutions for electronic devices

DeckMaster (March 2019- March 2021) Customer Service Receptionists

* Answering High volume calls
* Scheduling Estimates and appointments
* Obtain and send information using computer, email, and fax machine
* Data entry
* Forwarding incoming calls
* Communicating with clients / Answering questions
* Provide Clinical support

Gentle Giants Draft Horse Rescue (March 2021- January 2023) Donor Relations Specialist

* Maintain physical donor communication materials and inventory of general Development team supplies.
* Provide general clerical support, such as word processing, proof-reading, faxing, copying, filing, broadcast e-mailing, and tracking of programs and schedules.
* Answer general Development phone inquiries.
* Provide professional assistance and interaction with donors (via phone, computer and face-to-face).
* Provide support when acknowledging appropriate financial and in-kind donations by correspondence.
* Support fundraising staff to generate development reports from database (sponsors, major donors,individuals, lapsed donors)
* Schedule and assist with various staff and volunteer leadership meetings.

Epiphany Dermatology (Formally Sona Dermatology) (January 2023- Current) Front Desk Medical Receptionist

* Greeting patients
* Data entry
* Answering high volume calls
* Checking In/ Checking Out over 100+ patients a day
* Verifying insurance
* Obtain and send information using computer, email, and fax machine
* Scheduling appointments
* Collect fees; prepare and balance daily financials
* Registers and submit all forms and fees to billing department
* Obtain and send patient medical records and referrals
* Provide solutions to patient problems
* Patient liaison for cosmetic procedures
* Treatment planning for cosmetic services
* Excel spreadsheet for EOD data
* Scheduling coordinator for surgical procedures (Mohs, excisions, etc)

**Awards**:

* Graduate of June 2014 GPA 3.0
* Student of the month 2014
* Honor roll spring 2012, 2013, 2014

**References:**

* Shakira Reid (404) 957-1491
* Kodjo Honsou (240) 971-8163
* Charlotte Demar (240) 707-2674