

# **Junene Taylor**

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Creative problem solver seeking a challenging position at an innovative company

**Bachelor of Arts in Journalism: Indiana University of Pennsylvania: May 2013**

## **Career Highlights:**

### **Account Representative: Telerx-July 2016-September 2016**

- Conferred with internal and external customers in order to provide information about products and services such as processing customer requests, orders, canceling accounts or obtaining details of complaints over the phone.
- Resolved customer questions and concerns effectively and efficiently by actively listening, communicating clearly and concisely, and assuring customer understanding.
- Ensured customer satisfaction and loyalty by consulting with customers, assisting customers and documenting customer interactions and transactions.

### **Brand Ambassador: 900AM WURD -July 2015 to August 2015**

- Assisted with marketing & promotional activities including community based research.
- Showcased superb customer service & cash handling skills while securing annual memberships and interacting with the public.
- Accumulated community based research and analytics regarding public demographics.

### **Programming Intern: 900AM WURD - June 2014 to September 2014**

- Drafted original content for online publication.
- Assisted with researching & booking on air guests.
- Distributed marketing materials & secured annual memberships.
- Strengthened community ties while facilitating giveaways & other promotions.

### **Campus Correspondent: Her Campus Media LLC - January 2012 to May 2013**

- Wrote, & edited articles for chapter publication.
- Tracked social media analytics using Google Analytics & Facebook Insights.
- Researched & implemented original Social Media strategy & content for media platforms.
- Worked with community partners to secure sponsors for events.

### **Claims Resolution Assistant: AmeriHealth Administrators - January 2009 to August 2010**

- Keyed Medical/Dental/Pharmaceutical claims into computer system.
- Generated & mailed letters to subscribers and providers requiring additional information for payment.
- Verified & finalized claim records; releasing & forwarding upwards of 700 resolved claims daily.