

**SABRINA WEST**

[Brinahead1@yahoo.com](mailto:Brinahead1@yahoo.com)

**(267)401-3893**

**WORK EXPERIENCE:**

**MEDICAL ALERT CONNECT AMERICA**

**PHILADELPHIA, PA**

**CUSTOMER CARE/BILLING REPRESENTATIVE**

**2017- PRESENT**

**JOB DUTIES:** Manage large amount of inbound and outbound calls in a timely manner. Follow communication script when handling different topics. Identify customer needs, clarify information, research every issue and provide solutions and or alternatives. Seized the opportunities to upsell products when they arise.

**NORDSTROM RACK:**

**PHILADELPHIA, PA**

**LEAD CUSTOMER SERVICE REPRESENTATIVE/ SALES ASSOCIATE**

**2016 - 2017**

**JOB DUTIES:** Providing quality and efficient customer service to customers through the daily management of a team of employees to include motivating, recognizing, rewarding and coaching, counseling, training and problem solving.

**JEVS AT HOME:**

**PHILADELPHIA, PA**

**DIRECT CARE WORKER/ HOME HEALTH AIDE**

**2013 – 2017**

**JOB DUTIES:** Monitor patient conditions by observing physical and mental condition, intake and output, and exercise. Supports patients by providing housekeeping and laundry services; shopping for food and other household requirements; preparing and serving meals and snacks; running errands.

**CRICKET COURTS COMMON**

**PHILADELPHIA, PA**

**RECEPTIONIST/ FILE CLERK**

**2011- 2013**

**JOB DUTIES:** Carrying out day-to-day duties to ensure the smooth and efficient running of answering a multi- line phone system in a timely manner, transferring calls as necessary, dealing with general inquiries, and/or referring clients to the appropriate leasing agent or other personnel

**SKILLS**

MICROSOFT OFFICE (i.e. Word, Excel), COMMUNICATION, MULTITASKING, PRIORITIZING, ORGANIZATION, TECHNICAL SKILLS, INTERPERSONAL SKILLS, INITIATIVE AND PROBLEM-SOLVING SKILLS, AND DEPENDABILITY.

**EDUCATION**

**COMMUNITY COLLEGE OF PHILADELPHIA**

**PHILADELPHIA, PA**

MEDICAL BILLING AND INSURANCE/ LIBERAL ARTS

**2016 – PRESENT**

GPA: 3.0

**O.I.C**

**PHILADELPHIA, PA**

CERTIFICATE IN HOSPITALITY

**2011**

**SIMON GRATZ HIGH**

**PHILADELPHIA, PA**

DIPLOMA

**1997 - 2000**