

Laquita Hambrick

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Professional Summary

To get with a company where I can utilize and enhance my skills.

Work Experience

Patient support rep(contract)

Broad path | Toney, AL
August 2025 to January 2026

- Scheduled appointments
- Assisted with refilling medications
- Assisted with prior authorizations
- Assisted with connecting patients with their doctors

B2B customer service representative

Williams-Sonoma, Inc.(seasonal) | Toney, AL
August 2024 to January 2025

I assist business members with placed orders, I process returns and refunds, I assist with log in issues with accounts

Customer Service Representative

Conduent | Toney, AL
August 2022 to March 2024

i worked for a company that contracts with a medical company, I assisted patients in enrolling on different platforms to schedule doctor appointments, I scheduled appointments for patients, I followed Hippa laws, i also assisted in providing refunds and some troubleshooting

Customer Service Representative

Concentrix(remote) | Toney, AL
December 2021 to April 2022

- I worked with a contract where I had to enroll members into a program,
- Handled billing questions
- Processed payments
- Changed and edited information on the account

Customer Service Representative

Activus Connect(remote) | Toney, AL
January 2018 to September 2021

contracted with the irs answering general questions and assisting with payments

Reservation Specialist

Hilton(remote) | Toney, AL

January 2020 to June 2020

I booked, canceled and modified reservations, I also upsold and crossed sold inventory, handled customer inquiries and data entry

Customer Service Representative/Technical Support Agent

kelly connect(remote) | Toney, AL

February 2018 to November 2019

I worked for a company that I handled billing issues and technical support issues and data entry, Technical support

Customer Service/Technical Support Representative

DIRECTV | Huntsville, AL

October 2016 to July 2018

Handled inbound calls

Handled billing inquiries

Sales

Technical support issues

Data Entry

Assistant team lead

Troubleshooting Technical issues

Machine Operator, Packer and inventory specialist

Lakeland Industries | Decatur, AL

October 2014 to September 2016

Used a single needle machine to sew on name plaques

Sewed belt loops together

Hem fabric together to prep for labels

Packed the order up and send it to quality assurance

Data entry to put in the complete receipt after the order was completed

Answered telephone inquiries about orders

Security Officer

G4s security | Huntsville, AL

August 2015 to March 2016

I was a float officer, I filled in at different sites when needed, I wrote incident reports, I did daily reports and hourly tours

Security Officer

Allied Barton | Atlanta, GA

January 2011 to September 2014

Secured an office building where they did online banking

Monitored the lobby area

Issued identification badges to guests and employees

Patrolled the floors every hour

Wrote daily logs

Completed incident reports when needed

Customer service/sales rep

AT&T | Norcross, GA

January 2007 to November 2010

Handled inbound calls

Handled customer inquiries

Scheduled appointments

Cashier

Popeye's Chicken | College Park, GA

March 2007 to November 2009

Clean shelves, counters, and tables. Cooked a combination of foods.

Totaled price and taxes on product purchased by customer using a cash

register. Removed and recorded amount of cash in register at the end of the shift. Operated the register.

Calculated sales discount to determine price. May keep records of sales, prepare inventory of stock, and order merchandise.

Accepted payments and made change. Wrapped or bag product for customer

Inventory Specialist

RGIS | Morrow, GA

June 2006 to January 2007

Worked on site at different store locations on the sales floor, Scanned and key in barcode, kept count of inventory, had to be able to lift and carry items up to 20-30 pounds

Medical Assistant Internship

BJCC | Brunswick, GA

September 2002 to May 2003

I worked in a wellness center/ hospital setting checking patients in and out

Answered telephones to assist patients

Scheduled appointments

Checked patients vital signs

communicated medical terminology

Education

Medical Assisting (certificate)

bjcc | Brunswick, GA

June 2002 to July 2003

High School Diploma

Westlake High school | Atlanta, GA

1998 to 2002

Upper secondary education

Some college

Skills

Cash handling | **Microsoft Office** | **English** | **Operating systems** | **Software troubleshooting** | **Ethernet**
Phone call management | **Customer retention** | **Insurance verification** | **Upselling** | **Ability to follow**

instructions Customer service CSR Patient interaction Writing skills Sales Computer operation Data entry Communication skills IT support Organizational skills Multi-line phone systems Windows Empathy Computer skills Customer Care Outside sales Phone etiquette Customer communication Technical Support Client interaction via phone calls Direct sales Call Center Salesforce Help desk Time management Computer networking Interpersonal skills Problem-solving Customer support experience within retail industry Customer issue escalation Microsoft Word Security Typing Guest Services 10 key typing Attention to detail Written communication Customer support

Certifications and Licenses

Driver's License

Life & Health Insurance License

Insurance Producer License

Life Insurance License

Additional Information

Authorized to work in the US for any employer