

Yasmine Black

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Professional Summary

Customer Service Rep dedicated to maintaining customer satisfaction and contributing to company's success. Reliable and driven, with strong time management and prioritization skills

Hobbies

Baking

Coloring

Interior Design

Work Experience

Lead Preschool Teacher

Spring Education Group-Fort Worth, TX

May 2024 to Present

Lesson Planning: Proficient in creating Age appropriate, personal development based curriculum for ages 6 weeks to 3 years. Ensuring students meet life milestones.

Classroom Management: Ability to adapt and positively redirect atmosphere challenges or interruptions.

Communication: Open line of communication with students and parents to continuously allow positive growth in child's learning and personal attitude

Organizational skills: create daily activities for stem growth in both fine & gross motor skills.

Mail Clerk

UnitedHealth Group-North Richland Hills, TX

August 2022 to March 2024

Contacted customers by phone or email in attempt to collect updated mailing addresses

Updated respective accounts with correct mailing address

Delivered individual mail or packages to respective departments

Shipped out electronic equipment requested as needed by work from home employees

Updated office supply inventory spreadsheet monthly

Mail Handler Assistant

USPS

November 2021 to December 2021

Temporary*

Unload bulk mail to process withing Fort Worth district

Loaded trailer trucks for mail delivered withing Fort Worth

Customer Service Rep

Homepoint Financial

October 2020 to November 2021

- Answered 80 plus calls daily assisting in payments, providing accurate information to customers about their accounts.
- Direct calls or correspondence to proper departments in event info is not available or requires search
- Provide customer with information requested through verbal or written correspondence and maintain accurate records
- Verified all accounts via personal social security # to confirm personnel on call

Child Caregiver

Good Sheppard Temple of Praise
November 2019 to October 2020

- Provided/ taught basic life skills to toddlers while preparing them for elementary school
- Communicated with parents regarding child's individual developments

Production Controller

US Air Force National Guard
March 2014 to October 2018

Education

Diploma

Dunbar High School-Fort Worth, TX
August 2008 to May 2012

Skills

- Fraud prevention and detection
- Polished communication
Fluent in Microsoft Word
Experience in Microsoft Excel
Team Oriented
- Military Experience
- Microsoft Access
- Office experience
- Word processing
- Banking
- Toddler Care
- Google Docs
- Revit
- Childcare
- Front desk
- Cash handling
- Windows
- Clerical experience
- Filing

- Phone etiquette

Military Service

Branch: Air National Guard

Service Country: United States

Rank: E3

March 2014 to October 2018