

# Laporsha Boyce

Bloomington, IN

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## Professional Summary

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Excelled in call-handling, quality assurance, and customer interaction at Bloom Insurance Agency. Proven track record in customer engagement and feedback implementation from diverse roles including Virtual Assistant and Cashier/Sales Associate.

## Work Experience

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### **Virtual Assistant**

NotifyMD-Remote

September 2023 to Present

- Provided comprehensive administrative support remotely for notifyMD, managing client communications, scheduling appointments, organizing databases, and ensuring seamless operational workflows to enhance customer satisfaction and business efficiency.

### **Quality Assurance Representative**

Bloom Insurance Agency-Remote

April 2019 to August 2023

- Conducted thorough audits of customer service calls to ensure adherence to regulatory requirements and internal policies.
- Presented detailed reports on audit findings in quality assurance meetings to drive process enhancements.
- Provided constructive feedback to customer service representatives to elevate call quality and protocol compliance.

### **Housekeeper**

Golden Living Nursing Home-Bloomington, MN

May 2019 to April 2020

- Maintained a respectful and courteous demeanor, ensuring privacy by knocking on doors prior to performing daily cleaning duties.
- Managed assigned hall effectively, completing all housekeeping tasks within scheduled shift and monitoring supply inventory to meet the home's operational needs.

### **Call Center Representative**

Bloom Insurance Agency-Bloomington, MN

September 2018 to April 2019

- Answered inbound calls, ensuring adherence to HIPAA regulations and company compliance, and provided detailed plan information to customers.
- Collected essential demographic data and facilitated the transfer of calls to licensed agents to complete sales transactions.

## Education

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### **High School Diploma**

Henry Ford Academy: Power House High School Bloomington

June 2013 to June 2013

## Skills

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- Microsoft Word
- Hipaa
- English
- Microsoft Excel
- Customer Service
- Patience
- Time management
- Data Entry
- Communication
- Quality Assurance
- Multitasking
- Salesforce
- Microsoft Office
- Microsoft Outlook
- Personal Assistant Experience
- Administrative experience
- Windows