

Laporsha Boyce

Bloomington, IN

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Professional Summary

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

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

High School Diploma

Henry Ford Academy: Power House High School Bloomington

June 2013 to June 2013

Skills

- 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