

# Destinee Jones

## **Customer Service Representative with 9+ Years Experience in High-Volume Call Centers**

Dallas, TX 75231

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## Professional Summary

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Customer service expert who identifies customer needs and delivers effective solutions to problems. Committed to providing high-quality customer care to create a positive customer experience. Personable and professional under pressure with motivated, energetic nature.

Authorized to work in the US for any employer

## Work Experience

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### **Auto, Property & Casualty Adjuster**

State Farm-Richardson, TX

June 2021 to January 2025

I am a licensed Auto , Property & Casualty Adjuster. My job as an adjuster is to assist claims and closing out each case providing knowledge and legal rights that pertain to each claim. As an adjuster, my duty was to properly investigate a claim, issue payments and make liability determinations.

### **Sales Representative**

Copart, Inc-Dallas, TX

February 2020 to June 2021

My job as a seasonal sales associate was to make outbound calls and assist clients with extending their warranty, issuing out titles and assisting with repair questions. I also assisted clients who were requesting a transmission owning utility to allocate physical capacity in the form of transmission services . Along with those duties followed achieving sales goals and reaching quotas. As a sales representative I also tracked sales performance while identifying areas for improvement.

### **Health Care Specialist**

Molina HealthCare, Inc-Irving, TX

January 2017 to February 2020

My job at Molina HealthCare was to answer inbound calls, along with placing outbound calls. As a Health professional, my job included medical billing and coding, appointment scheduling and also was to make changes of Primary Care Physicians. On a daily bases, I averaged around 20-25 calls daily.

## Education

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### **Business Administration (Associate's Degree)**

Eastfield College-Mesquite, TX

2020

## Skills

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- Sales (4 years)
- Customer Service (9 years)

## Certifications and Licenses

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### **Auto, Property & Casualty Licensed Adjuster**

As a licensed adjuster, I am trained to gather information and evidence to understand the details of a claim, including interviewing claimants, witnesses, and reviewing police reports or medical records.