

Ebony Rawls

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Professional Summary

Seeking a customer service position with a company that will enhance and utilize professional skills and results, broaden my horizons, and allow me the opportunity to grasp new concepts and advance within the company.

Work Experience

CNA

Downtown Health and Rehabilitation | Fort Worth, TX

January 2025 to Present

- Provided direct patient care, including bathing, dressing, feeding, and assisting with mobility
- Maintained a clean and safe environment for patients by regularly sanitizing equipment and ensuring proper disposal of waste
- Documented patient information accurately in electronic health records (EHR) to ensure continuity of care
- Collaborated with interdisciplinary healthcare team members to develop and implement individualized care plans for patients
- Responded promptly to call lights and requests for assistance from patients, providing compassionate support at all times
- Supported patients' emotional well-being by actively listening to their concerns and offering comfort when needed

Caregiver/Personal Assistant

Providence Personal Assistance Services | Fort Worth, TX

February 2024 to January 2025

- Assist elderly/disabled with personal care; hygiene, house cleaning, preparing meals, doctor visits, and errands.

MSR

Teleperformance USA | Remote

February 2024 to October 2024

- Handled inbound calls from Medicaid members
- Assisted members with provider searches, claim issues, pharmacy issues, and more.
- Utilized multiple computer systems during calls to accurately assist members.

Machine Operator

Tension Envelope Corporation | Fort Worth, TX

June 2019 to March 2022

1. Package envelope, calculate production, quality check envelopes, clean area and machine
2. Set up machinery for operation
3. Started machinery and make adjustments to machinery when necessary to improve performance
4. Performed quality control, follow reporting and record-keeping procedures, and report problems to supervisor
5. Cleaned machinery and maintain cleanliness in work area

CSR

Consensus Corporation | Fort Worth, TX

February 2015 to September 2018

1. Assisted customers with phone activations and technical issues.
2. Maintained a positive, empathetic, and professional attitude toward customers at all times.
3. Responded promptly to customer inquiries.
4. Acknowledged and resolved customer complaints.
5. Processed orders, forms, applications, and requests.
6. Provided feedback on the efficiency of the customer service process.

Picker

Simos Solutions | Fort Worth, TX

May 2015 to March 2016

1. Loaded, unloaded and moved product by hand or using powered industrial equipment
2. Used various equipment in performing the job
3. Communicated to operations and sales to maintain product flow and prevent distribution disruptions
4. Picked, labeled, and prepared daily package fulfillment/drop-ship orders
5. Verified products picked to fulfill customer orders and meet production and quality standards
6. Inspected products for damage or improper packaging prior to fulfilling customer orders

CSR

Maximus | Irving, TX

October 2013 to March 2015

1. Maintained a positive, empathetic, and professional attitude toward customers at all times.
2. Responded promptly to customer inquiries.
3. Acknowledged and resolved customer complaints.
4. Processed orders, forms, applications, and requests.
5. Provided feedback on the efficiency of the customer service process.

Picker

Core Mark | Fort Worth, TX

April 2012 to August 2013

1. Loaded, unloaded and moved product by hand or using powered industrial equipment
2. Used various equipment in performing the job
3. Communicated to operations and sales to maintain product flow and prevent distribution disruptions
4. Picked, labeled, and prepared daily package fulfillment/drop-ship orders
5. Verified products picked to fulfill customer orders and meet production and quality standards
6. Inspected products for damage or improper packaging prior to fulfilling customer orders

Member Service Representative

Novo 1 | Fort Worth, TX

May 2011 to March 2012

1. Answered questions about sales, orders, or memberships
2. Addressed technical, service, or product issues
3. Provided solutions to customers efficiently and professionally.
4. Processed all transaction requests for members, such as payments, transfers, deposits, cash advances, outgoing wires, and withdrawals with accuracy and in accordance to our policy and procedure guidelines.

Education

GED

Venture High School | Arlington, TX
May 2010 to July 2010

High school diploma or GED

Skills

Call center experience Quality Assurance Excel Account reconciliation Research Microsoft Office
Computer Literacy Cold calling problem-solving Microsoft PowerPoint Financial services Typing
Medical office experience Communication skills Account management Sales Computer skills
Acute care Quality control Assembly Order Picker Dental terminology Manual handling
Quality Control Shipping & Receiving Quality Inspection ERP systems Basic math
Anatomy knowledge Cash handling Medical terminology Data Entry Manufacturing
Organizational skills 10 key typing Microsoft Word Warehouse Experience Phone etiquette
Word processing B2B sales Fast learner Service-oriented architecture Materials Handling
Home health Cashier Conflict management Cash register Customer support Customer service
Oracle Pallet Jack Weight handling in the workplace CRM software English Machine Operator
HIPAA Packaging Medical coding Call center Applied behavior analysis Quality assurance
Order Picking Data entry Grocery store Microsoft Excel

Certifications and Licenses

CNA

Food Handler Certification

ServSafe

Additional Information

Authorized to work in the US for any employer

Active Listening~Computer Savvy~Problem-Solving~Reading Comprehension~Detail-Oriented~Critical Thinking~General Office Skills~Appointment Scheduling~Data Entry~(40-45 wpm)

Mastery of Microsoft Office programs (Word, Excel, PowerPoint)

Conflict Resolution

Excellent communication skills with focus on customer service