

RAKIA SCOTT

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EDUCATION

Phlebotomy Certification | Stone Academy | April 2026

Associate of Arts | Tarrant County College | 2019

High School Diploma | Bowie High School | 2017

PROFESSIONAL SUMMARY

Detail-oriented and results-driven professional with extensive experience in customer service, call center operations, and healthcare support. Certified in phlebotomy with strong knowledge of HIPAA compliance, patient interaction, and data accuracy. Proven ability to handle high-volume workloads, exceed performance metrics, and deliver exceptional customer experiences.

SKILLS

Customer Service Excellence • Conflict Resolution & De-escalation • CRM Systems & Data Entry • HIPAA Compliance • Performance Optimization • Team Collaboration & Training

EXPERIENCE

Customer Account Specialist | Toyota Vandagriff

February 2025 – July 2025

Coordinated communication between service, sales, and finance teams. Managed customer accounts and documented interactions in CRM systems. Provided support via phone, email, and in person.

Teacher Assistant | Live 'Em Leave 'Em Professional Center

December 2024 – February 2025

Prepared materials and supported classroom instruction. Maintained a structured, safe learning environment. Assisted students individually and in groups.

Pharmacy Benefit Advocate | Optum via TTEC

October 2023 – April 2024

Handled 80+ calls daily resolving prescription inquiries. Maintained HIPAA compliance and high accuracy. Reduced repeat inquiries and improved customer satisfaction.

Call Center Agent | iQor

February 2022 – October 2023

Handled 100+ daily calls with high first-call resolution. Exceeded KPIs and improved team productivity. Trained new hires.

Customer Service Representative | AXS

February 2020 – February 2022

Resolved high-volume inquiries with strong accuracy. Improved customer experience and reduced complaints.

Contact Center Agent I & II | Co-Op Financial Services

February 2019 – February 2020

Handled 90+ calls daily assisting with accounts and payments. Resolved escalations and exceeded productivity targets.

Self-Employed Housekeeping | Independent

2016 – 2022

Provided residential cleaning services. Maintained repeat clients through reliable service.

PROFESSIONAL ACCOMPLISHMENTS

- Achieved 95%+ customer satisfaction ratings across roles.
- Exceeded productivity and KPI targets.
- Trained and mentored new hires.
- Certified in Phlebotomy with HIPAA compliance.
- Built long-term repeat clientele through independent services.

REFERENCES

Available upon request