

## **Marshanti Antwine**



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### **Summary of Qualifications**

One of my best assets is my ability to work well with others. Adaptability is by far my best quality, I can quickly adjust with change. I am self-motivated, productive, and organized. If I am not knowledgeable about something I never assume, just ask to ensure the job is done to my employers and company's satisfaction. I learn new things quite easily and very quickly.

### **Employment History**

#### **Customer Service Representative | Zerorez**

April 2016-Present | Carrollton, TX

Set up customer cleaning for floors in businesses and in homes. Train new associates, upsell and recommend products or services. Effectively handle customers complaints and problems, find a solution to satisfy customer. Assist human resources with administrative duties and submit background checks. Do clerical work, daily reports, bank deposits, ensure accounting and receipts are correct, collect on delinquent accounts.

#### **Customer Service Representative | Veritex**

February 2016-April 2016 | Addison, TX

- Answer clients questions regarding investments and filing form 1065. Adjust form 1065 for tax purposes, update accounts and units with correct information. (Temporary position)

#### **Consumer Loan Specialist | Cashmax**

October 2014-November 2015 | Sherman, TX

- Interview applicants to determine financial eligibility for loans, counsel applicants on loan repayment policies and restrictions, prepare financial reports, promote loans and financial services through outside marketing, collect on delinquent accounts, take bank deposits and transfers, organize and file folders, train new associates, open and close the store.

#### **Customer Service Representative | Roundstone Professional Service Group**

July 2013-September 2014 | Texarkana, TX

- Set up customers' with loans, verify information, verify employment, answer any questions that customer has, meet daily and monthly goals.

#### **Sales Associate | Kohl's**

November 2011- August 2013 | Texarkana, TX and Lake Worth, TX

- Assist customers, ring up customers purchases, and maintain cleanliness of the store.

**Medical Records Clerk | Dr. Charles Marrow**

June 2010- August 2011 | Texarkana, TX

- Greet patients and visitors, schedule appointments, answer phones, fax, and scan. Maintain records and accounts. Ensure the availability of treatment information by filing and retrieving records. Verify insurance, update personal and financial information. Take payments for services rendered. Maintain close rapport with nurses and doctor. Release requested information with proper signed release from patient.

**Education:**

- Collin College. Business degree still in progress.
- Texas Wesleyan University. Degree not completed.

**Certificate:**

Texas Alternative Dispute Resolution Certificate