

# TANEEISHA HAMMETT

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Experienced professional, with twelve years of customer service and software QA testing with extensive knowledge of QA processes and test methodologies. Proven record of accomplishment of problem-solving negotiation and decision-making skills to service operational teams and call centers. Skilled in planning and organizing with the ability to complete tasks efficiently and accurately on deadline.

Key Skills: identifies resolution for defects - design test scenarios - performs detailed analysis on test results - intuitive problem solver – diverse operational experience including call centers, quality assurance, and sales support.

## Education Summary:

Generation - Information Technology Training Course, June 2017  
Certification: CompTIA Fundamentals

Lander University- Unfinished Bachelor's Degree, January 2013

Irmo High School- High School Diploma, June 2011 (Graduated One-Year Early; 3.5 GPA); student government member, Beta club member, Student mock trial member.

## Work Experience:

### Account Manager, Dun & Bradstreet, Jacksonville, FL, July 2021-Feb 2022

- Advising existing customers (entrepreneurs and business owners) about credit, risk, and marketing solutions for their business
- Responsible for achieving weekly and monthly sales goals, while observing all compliance policies and procedures.
- Make 120-150 outbound calls per day, to achieve direct revenue goals by selling products and services to new and inactive customers via the telephone.
- Attend required daily meetings and training courses
- Clearly communicate complicated financial and credit concepts with clients
- Produced leads list and created a streamlined process for building rapport

### Fraud Analyst, Citibank, Jacksonville, FL, February 2021-July 2021

- Perform dispute review of Fraud claims that may be submitted in error or may be knowingly submitted to avoid repayment of charges
- Contact card members to verify changes, requests and potential fraud applications and investigate unbilled and posted transactions
- Investigate claims involving our high value and Base customers, including claim challenges, and detect fraud rings in their early stages

- Investigate compliance sensitive processes involving significant financial and regulatory risk, and make discretionary decisions
- Respond to escalations as appropriate regarding dispute claims and verify accuracy of manual processing and process controls
- Partner with Fraud Policy to review High Risk claims and provide insight into emerging loss trends
- Balance Net Promoter Score and ensure a positive customer experience while managing / minimizing operating losses
- Comprehend, determine and direct the specific verification / investigative procedures to be used in the processing of a customer's information

#### Handy Tandy, Self-Employment, Jacksonville FL Nov 2019-Current

- Personal assistance firm working with small to medium size businesses to help with process improvements to increase business workflows to optimize revenue and eliminate time wasted.
- Specialized in file organizing, office organizing, scheduling/planning, and coordinating agreements between parties, with a focus in overall process improvements for business owners to look for new opportunities to grow their business.
- Worked with startups to help them get their business up and running.

#### QA Tester, Sports Media Technology, Jacksonville, FL, August 2017 - October 2019

- Scheduling and conducting tests
- Software support for major tennis and golf events (ex. Wimbledon, US Open, Australian Open, French Open, WTA Finals, etc.)
- Resolving conflicts to meet test objectives. Recording all constraints on testing.
- Producing clear and objective reports of test result data
- Suggesting refinements to system requirements
- Creating and updating User Operation Manuals for use by end users
- Assists development teams in capturing system requirements and specifications for documentation

#### Sales Operations Support Specialist, Time Warner Cable, West Columbia, SC, April 2016 - March 2017

- Provides order-processing logistics support and data entry support
- Serves as subject matter expert in billing system and work order entry at the regional level
- Audits, corrects and tracks work order errors
- Assists with reviewing and testing new software and new versions of software used by sales agents
- Assists with creation of job aids for sales agents
- Assists sales reps through email, instant messaging, and telephone
- Tracks and maintains reports as assigned
- Communicates with customers professionally to resolve escalated issues included corporate level escalations involving multiple departments

#### Customer Service Advocate III, BlueCross BlueShield of South Carolina, Columbia, SC, May 2015 - February 2016

- Provides prompt, accurate, thorough, and courteous responses to all complex customer inquiries.

- Performs research as needed to resolve inquires / CES, PIRS AND FIPS experience
- Audits, corrects and tracks work order errors
- Process payments (credit card, check, or money orders)
- Compile data into spreadsheets for review by department leaders
- Work with co-workers as a team to resolve inquires
- Process cancellation letters as needed
- Assists with reviewing and testing new software and new versions of software

Quality Assurance Analyst, General Information Services, Chapin, SC, June 2013 - April 2015

- Reviews and audits results of verification requests (employment, educational, professional credentials and Licensing, professional/personal reference checks, and MVR, etc.) And public record searches per Company Standards and client specific criteria in an accurate, timely, and professional manner.
- Performs research as needed to resolve inquires
- Ensures cases on Quality Assurance work list are closed in a prompt and timely manner.
- Visually compares data previously entered with source documents to identify and correct errors.
- May compile data and conduct analysis on internal operational procedures and processes