LaKeshia R Jones

5922 Richmond Lane

Indianapolis, In 46254

**(317) 354-5395**

**lakeshiar.jones@gmail.com**

# Skills

* Excellent communication skills, listening and quick thinking abilities
* Developed and implemented quality assurance standards for customer service department.
* Efficient knowledge using Microsoft Office , Cell Net, Hats, DAWN
* Multi tasking and maintaining high level of efficiency while meeting deadlines and quotas

# Experience

## September 2018 - present

### Damar Services, Indianapolis, In *- DSP, PRN*

* Working as a PRN in a children’s residential setting
* Provide proper daily support needed for the consumers according to the individual's support plan
* Complete required documentation pertaining to the clients

## July 2017- August 2018

### State of Indiana, Indianapolis, In *- Accountant*

* Process invoices that are billed to the agency
* Process Report of Collections Daily
* Make travel arrangements for the agency’s employees
* Review and process travel and expense reports
* File processed invoices and expense reports
* Secondary Payroll back up

## January 2017- June 2018

### Kelly Services, Indianapolis, In *- Accountant Temp*

* Working as a temporary employee for the State of Indiana
* Process invoices that are billed to the agency
* Process Report of Collections Daily
* Make travel arrangements for the agency’s employees
* Review and process travel and expense reports
* File processed invoices and expense reports
* Secondary Payroll back up

## April 2015- December 2016

### Rescare, Indianapolis, In *- Team Lead*

* Provide leadership to the staff that are working in the home
* Provide proper daily support needed for the consumers according to the individual's support plan
* Complete required documentation pertaining to the consumers
* Assist consumer with financial responsibilities
* Administer medication per instructions to consumers

## December 2014- April 2015

### Xerox, Indianapolis, In*- Customer Service Representative*

* Provide information pertaining to the member’s health benefit plan
* Assist members with finding in-network providers
* Assist members with billing inquiries pertaining to health coverage
* Working in a call center environment taking an average of 50-60 calls per day

## January 2014 - December 2014

### Express Scripts, Indianapolis, In *- Patient Care Advocate*

* Provide information pertaining to the member’s health benefit plan
* Assist members with finding in-network providers
* Assist members with billing inquiries pertaining to health coverage
* Working in a call center environment taking an average of 50-60 calls per day

## January 2012 - August 2013

### Embassy Suites, Indianapolis, In *- Guest Services*

* Welcoming guests to the hotel in a polite, friendly and helpful manner
* Assisting guest with checking in and out of their suite using POS Terminal
* Print and process daily reports in the computer system
* Make and confirm guest reservations for upcoming stays at the property

## October 2010 - January 2012

### Adecco, Indianapolis, In *- Customer Service Rep.*

* Processing IRA distributions with following IRS tax regulations
* Working in a call center environment, taking 50-60 calls a day
* Process payments and order service reconnections
* Answer questions pertaining to customers account and/or service
* Resolve complex billing, technical issues and customer complaints

# Education

## September 2014 - January 2016

### Indiana Tech, Indianapolis, In *- Health Information Technology (online Courses)*