

AMY AKINS

Lenoir City, TN 37772

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PROFESSIONAL SUMMARY

Highly organized and detail-oriented professional with strong work ethic and dedication to achieving goals. Skilled at developing and maintaining documentation systems, managing calendars and preparing reports. Knowledgeable in project management principles, business processes and customer service best practices.

SKILLS

- Recordkeeping
- Resource Allocation
- Administrative Leadership
- Data Entry
- Document Management
- Project Assistance
- MS Office
- Presenting Ideas and Plans
- Problem Solving
- Database Administration

WORK HISTORY

02/2022 to Current

Transaction Assurance Coordinator

Pilot Flying J Corporate Office – Knoxville, TN

- Increased efficiency by streamlining coordination processes and implementing new organizational systems.
- Managed project timelines for successful completion, ensuring milestones were met and deadlines were adhered to.
- Improved team productivity with regular communication and progress updates, fostering a collaborative work environment.
- Enhanced customer satisfaction by responding promptly to inquiries and addressing concerns professionally.
- Streamlined vendor management processes, facilitating improved relationships and timely service deliveries.
- Contributed to business growth by identifying opportunities for process improvement and recommending actionable solutions.
- Entered data, generated reports, and produced tracking documents.

09/2021 to 02/2022

Customer Service Representative

RemX Staffing – Knoxville, TN

- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Collaborated with team members to develop best practices for consistent customer service delivery.
- Developed strong product knowledge to provide informed recommendations based

on individual customer needs.

- Maintained detailed records of customer interactions, ensuring proper follow-up and resolution of issues.

04/2021 to 06/2021 **Contract Customer Support/Disease Investigator**

Lacuna Healthcare – Louisville, KY

- Enhanced contact tracing efficiency by conducting thorough case investigations and identifying close contacts.
- Reduced disease transmission through timely communication with infected individuals and providing appropriate guidance on isolation measures.
- Supported community health efforts by accurately documenting all case information in the designated database system.
- Improved data quality by verifying accuracy of case details, ensuring completeness, and rectifying discrepancies as needed.
- Collaborated effectively with a diverse team of public health professionals to streamline contact tracing processes and share best practices.
- Increased compliance rates among contacted individuals by establishing trust and rapport through empathetic listening skills.
- Facilitated referrals for additional support services, connecting affected individuals with necessary resources for their recovery journey.
- Provided comprehensive reports to supervisors regarding case progress, trends observed, and potential areas for improvement in contact tracing methods.
- Adapted quickly to changing protocols as new information became available about COVID-19 transmission patterns, updating procedures accordingly.

10/2018 to 10/2020 **Office Manager**

Buckhead Construction Company – Knoxville, TN

- Streamlined office operations by implementing efficient filing systems and organizational strategies.
- Reduced costs with meticulous budget monitoring and expense tracking for essential supplies and equipment.
- Managed vendor relationships, negotiating contracts for cost savings while maintaining high-quality services.
- Maintained accurate financial records by reconciling accounts payable/receivable transactions regularly to ensure balanced budgets.
- Created, maintained and updated filing systems for paper and electronic documents.
- Provided exceptional customer service when addressing client inquiries or concerns via phone calls or email correspondence.
- Established workflow processes, monitored daily productivity, and implemented modifications to improve overall performance of personnel.

EDUCATION

Bachelor of Arts: English

Union Institute And University - Cincinnati, OH