**Kenia**

**Clarkston, GA**

**Her Story:**

Energetic and results-driven professional with years of customer service experience. Successful track record of conferring with customers by telephone and in-person to provide them with information regarding products or services. Highly skilled in responding to customers, assisting with healthcare open enrollment selections, managing their accounts, performing office support duties, providing information to the public, receiving payments and addressing customer complaints. Efficiently works independently as well as collaboratively. Being accepted into this course gives my family the advantage of gaining skills to acquire a high paying job, which allows me to meet more of their basic needs with ease. Having a job in IT helps me provide a blueprint for my children to follow once they begin their own higher education journeys.

**For reference:**

**Company Name:** AID Atlanta

**Job Title:** Housing Assistant

**Work Experience**: Alight Call Center Representative, Your Spending Account Campaign, Bank Teller, Customer Service Staff, Cash Room

**College Degree:** Bachelors of Business Administration in Managerial Science, Anticipated: 2023-Georgia State University

**Education**: Medical Coding, Online Certification, Certified Nurse Assistant, Clayton State Continuing Education

**Annual Income:** $40,000

**Open to Relocation? Where?** Yes, depends on which state

**Observation characteristics from Emory (Outgoing, Quiet/Shy, Leader, Team Contributor, etc.)**

Kenia is an excellent student; shared screen, read instructions, asks questions, and helped other students in lab.

**Competencies: (Interpersonal Skills, Cooperation and Collaboration, Time Management & Administration, Leadership, Communication Skills, Strategic Thinker, etc.)**

Follows Instructions Well

Inquisitive