

Adrieme Walker
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Exceptional communicator with an ability to resolve difficult situations with diplomacy, tact, and discretion. Experienced in creating and conducting oral and written presentations. Self-motivated and dynamic professional with diverse credentials which combine solid and tactical leadership expertise with a strong speaking background and ability to work collaboratively and commitment to achieving goals. Demonstrated ability to develop and implement strategic plans to ensure growth. Focused and achieving continuous and improved business performance. Proactive team builder with the ability to secure lasting business relationships. Exemplary communication and attention to detail to exceed customer expectations and maintain high levels of customer satisfaction. Motivational Speaking Professional who works to inspire and encourage people into taking different steps and paths in life to lead them to a successful end in life.

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|---|---------------------------------|-------------------------------|
| ➤ Trainer | ➤ Prepare and Review Documents | ➤ Secretary |
| ➤ Coordinate Meetings | ➤ Critical Thinker | ➤ Tutor |
| ➤ Create Presentations | ➤ Complex Problem Solver | ➤ Judgment and Decision Maker |
| ➤ Establish/Maintain Company Reputation | ➤ Correspondence | ➤ Active Listening |
| ➤ Special Projects | ➤ Responsible | ➤ Monitoring |
| ➤ Plan Events | ➤ Manage daily activities | ➤ Maintain Database Systems |
| ➤ Flexible | ➤ Guider | ➤ Inventory Record |
| ➤ Initiator | ➤ Work Independently | ➤ Self-Confidence |
| ➤ Leadership Responsibilities. | ➤ Extensive Technical Knowledge | ➤ Integrity |
| ➤ Mediator | ➤ Excellent Work Ethics | ➤ Punctual |

PROFESSIONAL EXPERIENCE

POLICY SERVICES CONSULTANT, SOUTHERN FARM BUREAU LIFE, JACKSON, MS

11/2012-
PRESENT

- Instruct policyholders, agents, banks, customers, competitors, and co-workers on insurance products.
- Assist in Training incoming workers on how to be productive in the call center
- Give advice and counsel co-workers on how to handle challenging phone calls
- Performed varies projects for management
- Provide excellent customer service by providing duties such as handling phone calls, email messages and follow-ups concerning product delivery and quality issues

- Investigate customer's problems and find solutions
- Handle major incidents that cannot be resolved by agents
- Analyze data and statistics
- Train agents on how to adequately address problem over the phone or how to write correspondence
- Responsible for end of the month reports

Senior Specialist, Southern Farm Bureau Life Insurance, Jackson, MS

08/ 2010- 11/ 2012

- Process and record new insurance policies and claims.
- Review and verify data, such as age, name, address, and principal sum and value of property on insurance applications and policies.
- Examine letters from policyholders or agents, original insurance applications, and other company documents to determine if changes are needed and effects of changes.
- Correspond with insured or agent to obtain information or inform them account status or changes.

Internship (STEP) (GS-5), Social Security Administration, Jackson, MS

05/2005- 08/ 2010

- Analyze problems to identify significant factors, gather pertinent data, and recognize solutions
- Communicate effectively, orally and manually with the public and numerous of organizations
- Experience of a general clerical nature (typing, filing, routine procedural processing, maintaining records or other non-specialized tasks)
- Interacting With Computers -- Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Making Decisions and Solving Problems -- Analyzing information and evaluating results to choose the best solution and solve problems.

KEY ACCOMPLISHMENTS/CONTRIBUTIONS WHILE AT SOUTHERN FARM BUREAU LIFE INSURANCE

- Mastered people skills with over 50,000 hours of phone communication
- Mastered time management skills by winning perfect attendance
- Mastered being able to handle excessive responsibilities by multi-tasking several duties at once
- Dropped customer wait time by over 50% by reducing the abandoned call report
- Won awards such as: All Star Award (2012 & 2015), Professionalism Award 2012, Key Player Award 2012, Awarded "Top Producer" 6 times out of a 12 month span , and received several praise letters/ phone calls from customers , agents, and co-workers
- Earned Imperative Insurance designations such as: ACS (2012), AIRC (2013), ALMI (2014), and FLMI (2015)
- Serves on the Employee Committee from 2016-2017 term
- Taught Loma 335- Operational Excellence in Financial Services Class (Insurance Class) – (2016)
- Participating in the Mentor/ Mentee Leadership program as a Mentee (2015-2016)

KEY ACCOMPLISHMENTS/CONTRIBUTIONS WHILE AT JACKSON STATE UNIVERSITY

- Spoke at Several Toast Master's Events
- Served as Secretary for Public Policy & Administration Student Association (2014-2015)
- Spoke on the Public Policy and Administration Symposium (2015) with panelists such as: Mayor Yarber of Jackson, MS; Mayor Bolden of Canton, MS; Dr. Betty Ward- Fletcher; State Representative Earl Banks; and Alderman for the City of Byram Diandra Hosey
- Serves as the President for Public Policy & Administration Student Association (2015-2016)
- Certified Human Subjects Researcher (2015)
- Presented at the National Conference Of Minority Public Administrators (2016)

EDUCATION

Ph.D. Public Policy and Administration , Jackson State University	August 2014- Current
Masters of Arts in Sociology , Jackson State University	Graduation Date: 05/2013
Bachelor of Arts in Sociology , Tougaloo College	Graduation Date: 05/ 2010

REFERENCES ARE AVAILABLE UPON REQUEST