



# MONIYA TAYLOR

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## Summary

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Outgoing, driven customer service professional motivated to maintain customer satisfaction and contribute to company success. History and experience in the role of training content to new hires as a Subject Matter Expert (assistant trainer). Experience in mentoring new hires and auditing calls for accuracy. Trained in Provider Core, Provider Bluecard, Member Fully Insured, and Small Group Business Customer Service. Result driven and well versed in identifying trends and analyzing results. Motivational, engaging leader with a passion for supporting my peers, other leaders, and teams motivating them to reach their maximum potential. Advanced skills in planning, organizing, active listening, multitasking and prioritizing work.

## Skills

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- Customer service excellence
- Quick learner
- Active listening
- Written and verbal communication
- Mentoring
- Keyboarding
- Team Work
- Outgoing and enthusiastic
- Data evaluation
- Quality control
- Problem-solving abilities
- Teaching
- Training manuals and materials
- Team-building activities
- Trend analysis
- People skills
- Reliable and trustworthy

## Experience

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Regence BlueShield | Tacoma, WA  
**Customer Service Professional**  
*05/2019 - Current*

- A Subject Matter Expert (Trainer Assistant) for multiple new hire classes which include Member FI, Provider Core, and TPUSA Provider Core.
- Motivated trainee performance by sparking and maintaining interest in classes.
- Checked tracking systems for trainee attendance, worksheet scores and overall performance.
- Created successful practice worksheets, exercise documents and interactive activities based on evaluation of trainees needs.
- Led group discussions to increase training program engagement.
- Evaluated trainees performance and progress to determine additional training needs.
- Led multiple topics in training using expert learning techniques.
- Explained goals and expectations required of trainees.
- Created and offered additional materials to enhance training.
- Managed daily communications including maintenance of calendar and presentations.
- Consulted with training leaders to identify and assess training needs associated with changes in business policies and procedures.
- Recommended improvements to training processes and guidelines
- Maintained detailed training log for trainers to track sessions and improve

success rate.

- Educated, coached and mentored many new hires in multiple settings.
- Tracked participant attendance, contributions and progress according to objectives.
- Delivered numerous lessons to learners in a way that met all learning styles and needs.
- Assisted with new hire interviews
- Successfully de-escalated frustrated customer concerns, maintaining calm, friendly demeanor.
- Documented conversations with customers to track requests, problems and solutions.
- Met and exceeded productivity targets by handling every interaction with top-notch customer service
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.
- Upheld privacy and security requirements for customer information.

Clover Park High School | Lakewood, WA  
**Head Coach**

06/2021 - Current

- Displayed exemplary behavior as authority figure and citizen to provide students and children with role model worthy of emulation .
- Successfully prepared cheerleaders for challenging events and games with demanding schedule of practices.
- Assisted in organizing events to cultivate positive relations with players, families and local community members.
- Consulted with heads of athletic teams to develop comprehensive calendar of athletic performances and note requests for cheer team presence and desired routines.
- Coordinated tryouts for team member and leadership positions, communicating times and audition requirements to members and prospects and soliciting auditions from community.

Wendys Fast Food | Lakewood, WA  
**Cashier**

07/2017 - 05/2019

- Worked closely with new employees during their training, handling such tasks as helping develop a good understanding of the skills and abilities needed, maintaining a safe environment for their personal growth on the job, encouraging team work creating unity and better service as an overall store, and exemplifying the importance of every customer interaction using good customer service skills to build loyalty and to generate a positive reputation.
- Attended to every customer with undivided attention and knowledgeable support.
- Managed cash drawer throughout shift, keeping big bills out of sight and appropriate levels of change and small bills to meet customer needs.
- Trained new team members in cash register operation, stock procedures and customer services.

## Education and Training

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Clover Park High School | Lakewood, WA  
**High School Diploma**

06/2017

Tacoma Community College | Tacoma, WA  
**Associates of Arts & Science**

06/2017

