

# HANNA JOE FRANKLIN

Knoxville, TN 37918

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## Skills

- Critical thinking
- Written communication
- Time management
- Multitasking
- Quality assurance
- Coordination
- Planning
- Recordkeeping
- Curriculum development

## Professional Summary

Reliable candidate ready to take on challenges in a position using problem-solving and task prioritization skills to help team succeed.

Dependable employee seeking opportunity to expand skills and contribute to company success. Considered hardworking, ethical, and detail-oriented.

## Experience

### University of Tennessee Hearing and Speech Center | Knoxville, Tennessee

○ May 2024 - ~~Current~~

Medical Administrative Assistant

- Provide top notch patient service with communication via phone, in person and via email.
- Ensure properly scheduling, and addressing concerns when a conflict arises.
- Complete all patient documentation, ensuring the are properly signed, scanned and processed in accordance with the clinics procedures.
- Process payments, and mail as needed.
- Help office personnel complete other duties as assigned.

### POUND with Hannah Joe | Knoxville, TN

○ March 2019 - Current

POUND Pro Instructor

### Y12 Federal Credit Union | Knoxville , Tennessee

○ March 2023 - March 2024

Member Engagement Representative

- Engaging with members to resolve requests for a one call resolution.
- Important levels of attention to detail, date entry, while ensuring the policies and procedures are followed, helps ensure accounts and the Credit Union are protected from fraud and scams.
- One call resolution for basic and escalated financial needs, including troubleshooting Digital platform, Account maintenance, and systems used.
- Attention to security details, while date entry is performed.
- Inbound/outbound calls, Emails and Chat communication channels.
- Educate membership on products, services, and tools available for account balancing and engagement.
- Maintained high level of Quality Assurance scores throughout my career.

### TruEnergy FCU | Springfield , VA

○ September 2012 - January 2014

Call Center Representative

- Delivered accurate organizational information about products, services, and procedures.
- Safeguarded customer data by observing information security policies and confidentiality guidelines.
- Handled caller needs for sales, service, and account problems.
- Documented customer transactions, processed payments, and conveyed delivery information.
- Accepted and processed applications for new services.
- Completed inquiries and followed up with customers to share findings and offer solutions.
- Helped improve processes and products by relaying customer feedback.
- Sold products to customers during routine service calls using strong cross-selling abilities.
- Resolved customer grievances consistently, collaborating with team members to achieve creative solutions.
- Updated records with all interactions and customers transactions.

**Rally Credit Union | Corpus Christi , Texas**

○ August 1999 - July 2012

District Manager

- Revamped operation manuals, training programs, and job descriptions to improve district operations.
- Developed managers into successful leaders through training and hands-on support.
- Assessed assigned locations, verified operating conditions, and identified improvement opportunities.
- Built and maintained successful teams through directing, motivating, and disciplining staff.
- Monitored operations to check and enforce regulatory and procedural compliance.
- Recruited, hired, and onboarded district staff and implemented initiatives to maintain low turnover rate.
- Reviewed expenses before allocating resources to mitigate annual budget overages.
- Directed daily store operations, including staff management, task delegation, merchandising, and customer service.
- Maximized employee performance with effective training and close mentoring.
- Contributed to effective decision-making with detailed reports on daily operations.
- Managed daily workloads by organizing effective schedules and delegating tasks.
- Oversaw employee training and staff management tasks.

## Education

May 1994

○ Diploma

| Calallen High School, Corpus Christi , Texas