

# KHARI FLETCHER

## CONTACT

Knoxville, TN  
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865-313-0974

## EDUCATION

### DENTAL STAFF SCHOOL

Registered Dental Assistant – March 2025

### ROANE STATE COMMUNITY COLLEGE

ASSOCIATES IN BUSINESS MANAGEMENT – May  
2018

### SUNBRIGHT HIGH SCHOOL

High School Diploma -May 2016

## SKILLS

CPR & AED Certified  
Microsoft Office (Word, Excel,  
PowerPoint)  
Customer Service  
Problem-Solving  
Data Entry  
Time Management  
Detail-Oriented

## SUMMARY

A detail- oriented professional, well experienced in customer service, administrative roles, and account management. I am skilled in problem-solving, data entry, and interdepartmental communication.

## EXPERIENCE

### Administrative Associate II

**University of Tennessee | Knoxville, TN | 2025 – Current**

Coordinates travel arrangements for faculty, Ph.D. students, and guest speakers. Facilitate SDS and make-up exams in compliance with university policies. Support in planning and execution of events, including meals and logistics, for faculty, students, staff, and visitors. Manage expenses and processed reimbursements in accordance with institutional guidelines and regulations.

### Business Assistant

**Dental Care of Powell | Powell, TN | 2024-2025**

Manage front office duties, including calls, emails, texts and insurance processing. Utilize Dentrix for patient scheduling and records management. Schedule and confirm appointments. Handle insurance claims, verification, and accounts receivable. Review treatment plans and finance options with patients. Support team in optimizing efficiency.

### Account Research Specialist

**Y-12 Credit Union | Oak Ridge, TN | 2022-2024**

Resolved credit bureau disputes in compliance with industry standards. Processed vehicle repossessions with preparations for auction/ resale. Communicated with members, dealerships, and interdepartmentally. Provided guidance on loan terms and documentation to members, peers and 3<sup>rd</sup> parties  
Led departmental training and updated procedures to enhance KPIs

## ADDITIONAL WORK EXPERIENCE

**Y-12 Credit Union| Knoxville, TN | 2020-2022**

Member Services Representative

**ORNLFUCU |Oak Ridge|2018-2020**

Call Center Representative

**BELK |Oak Ridge, TN |2017-2018**

Sales Associate

**WALMART | ONEIDA, TN | 2016-2017**

Sales Associate