

# Trakeia Williams

Memphis, TN

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**Education: Bachelor of Business Administration | May 2017**

The University of Memphis; Memphis, TN

Major: Marketing Management

Focus: Organizational Awareness

**Business Skills:**

Google Cloud Applications, Microsoft Office 365 Business Suite, Online Marketing, Oral Communication, Networking, Negotiation, Problem Solving, Marketing Analysis, Attention to Detail, Customer Service, Confidence & Presentation

**Fashion & Design:**

Creative Design Skills, Garment Fittings, Sewing & Alterations

**Certifications:** United States Department of Labor Alterations Certificate 2017

**Experience:**

**Owner,** March 2022-Current

Tailloressed | Memphis, TN

- Creative Designing with technical skills for Clients.
- Handling clients concerns in a timely and efficient manner
- Marketing Services & Tracking Sales
- Mark Garments for Alterations & Sew

**Billing/Enrollment Rep,** October 2020 – March 2022

Cigna/Accredo Specialty Pharmacy | Memphis, TN

- Back End Billing
- Collect as much of pharmacy claims as possible before writing claim off
- Obtain documents to obtain payments
- Bill or Rebill Pharmacy Claims

**Marketing Intern/Office Manager,** August 2017 – August 2019

Memphis Fashion Design Network/ Arrow Creative | Memphis, TN

- Promote Memphis Fashion Week & Arrow Creative through social media, networking, and public relations.

- Train members how to use specialty fashion equipment and work with Emerging Designer Liaison
- Manage Ticketing while working closely with social media interns to drive ticket sales.
- Increase membership enrollment through special research, specially catered meetups, & fundraising.

**Alteration Specialist, August 2017 – August 2018**

Alteration Specialty Apprenticeship Program | Memphis, TN

- Measure garments and pin fold alteration lines; press and hang clothing articles in bags for customers while also informing potential buyers where ideal garments could be purchased.
- Repaired or replaced defective garment parts, such as pockets, pocket flaps, and linings; recorded required alterations & instructions.

**Patient Care Advocate, October 2016 – April 2017**

Express Scripts - Accredo | Memphis, TN

- Responded to patient requests for a review of their denied claim and act quickly on claims that were declined improperly; reviewed patient insurance claims, paperwork, & medical bills for accuracy and completion.
- Scheduled medication delivery and maintained tracking reports.

**Material Handler, December 2015- May 2016**

Adecco, Nike NALC | Memphis, TN

- Performed hospital department functions: Pick Face, Put Wall, Audit Wall, Reject line.

**Insurance Producer, May 2015 - August 2015**

American Income, Memphis, TN

- Sold life and health insurance and educated clients about coverage.

**Customer Service Associate/Authorizer, Jan 2014 – March 2015**

American Home Shield Memphis, TN

- Authorized pay request for technicians.
- Researched, resolved disputes, & scheduled appointments for clients.

**Customer Service Associate, October 2009 - May 2013**

Pizza Hut Call Center | Bartlett, TN

- Took customer orders, resolved customer complaints, and suggestively sold products.