**Keyana S. Perkins**

119-10 Long Street, Jamaica, NY 11434

347-410-1527 • Keyana92@yahoo.com

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| **Education** | A.A. Liberal Arts & Sciences: General Studies. Suffolk County Community College. Brentwood, NY. Expected May 2025 |
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| **Work Experience** | **Customer Service Representative**  **GEICO (Melville, NY) May 2019 to present** |
|  |  |
|  | * Assist policy holders with billing questions and coverage changes * Educate policy holders about their coverage * Apply and further develop effective listening and problem solving skills |
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|  | **Call Center Representative**  **RUI Management Services (Melville, NY) October 2018 to February 2019** |
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|  | * Assisted customers by restoring their service for Comcast cable with real time payments or payment arrangements * Listened carefully to customer concerns and worked to resolve issues as needed |
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|  | **Customer Service Agent**  **JetBlue Airways (Jamaica, NY) November 2015 to October 2018** |
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|  | * Assisted customers with flight check ins and rebooking of missed flights * Served as first level of resolution for escalated operational irregularities * Served as gate agent, working to promote on-time flight departures * As needed, performed duties as ticket agent, operations coordinator, and ticketer for Aer Lingus Airlines |
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| **Volunteer Experience** | **Member**  **JetBlue Airways Value Committee** |
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|  | * Ensured all five values of JetBlue are promoted at all times * Ensured that all crew member questions and/or concerns are brought to attention for possible resolution |
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| **Awards and Honors** | * **Hillcrest High School Regents Diploma** |