

ASHLEY BARBEE

Milwaukee, WI
414-241-2143
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Passionate and highly motivated individual, with over 5 years of experience working with and managing clients. Skilled professional who possesses excellent communication, organizational and interpersonal skills. Well versed in assisting customers and clients with problem solving and de-escalations.

WORK EXPERIENCE

Personal Care Worker

03/2020 to Present

ILife

Milwaukee, WI

- Assist with daily activities such as cleaning, cooking, laundry.
- Provide transportation to and from appointments.
- Assist with physical therapy treatments.
- Maintain a day-to-day relationship with patients, address patients concerns promptly with a action plan to ensure satisfaction. Also document all findings with case notes in a clear, concise, and timely manner.

Insurance Broker/Agent

01/2019 to 08/2023

Independence Holding Company

Milwaukee, WI

- Managed and Educated up and coming insurance agents who are independent agents.
- Handled over 200 accounts on the books, ensuring that each account is being managed properly.
- Educated and counseled clients about insurance coverage differences and results of decisions to persuasively sell maximum coverage within budget.

Retention agent

08/2016 to 12/2018

Time Warner/ Spectrum

Milwaukee, WI

- Diffuse irate customers and situations by utilizing strong listening skills and probing techniques.
- Responsible for monitoring, managing and maintaining clients personal accounts.
- Adhere to productivity metrics to ensure all calls are handled in a timely and efficient matter.
- Handle inbound disconnect and downgrade calls.

Christian Youth Counselor

04/2012 to 08/2016

Providence Baptist Church

Milwaukee, WI

- Lead youth bible study classes
- Created age appropriate activities for each age group (6-12)
- Counseled children and lead Sunday school services
- Chaperon for youth at all church events.

Specimen Processor

10/2010 to 03/2012

All Medical Personnel

Milwaukee, WI

- Responsible for collecting and processing urine/oral specimens
- Organize specimens after data entry and prepare for delivery to lab and handle incoming results.
- As necessary, review requisitions for accuracy and completeness of inventory reports

SKILLS

Interpersonal communication - 6 years

Problem Solving - 7 years

Time management - 7 years

Organizational skills - 7 years

EDUCATION

Bryant Stratton College

Associate

Criminal Justice

Wauwatosa, WI

01/2019