

Samantha Walden

RESUME

Williamsburg, KY 40769

samanthawbrown95@gmail.com

6068251705

Work Experience

Client Operations Representative

Teleperformance

March 2021 to Present

Sales department, make sales by confirming appointments over the phone for HomeAdvisor.com

News Reporter/Stringer

The Volunteer Times - Jacksboro, TN

May 2020 to Present

I interview individuals, take photos, write articles, and post on Facebook for the Volunteer Times social media news. All articles I have written are on thevolunteertimes.com

Client Service Professional/Receptionist

H&R Block - Williamsburg, KY

December 2020 to March 2021

I answer phone calls, set up tax prep appointments, acquire personal info and file/sort, answer questions and concerns from clients

News Reporter

The Mountain Advocate Newspaper - Barbourville, KY

February 2019 to March 2020

I was chosen by Jay Nolan, Publisher of the Mountain Advocate and President of Kentucky Press Association, to be a news reporter for the Mountain Advocate. I interviewed individuals, took photos, wrote articles, and managed the website for the Mountain Advocate Newspaper. All articles I have written are on mountainadvocate.com - just search Samantha Walden.

News Reporter

The News Journal - Corbin, KY

February 2019 to March 2020

I interviewed individuals, took photos, and wrote articles for the News Journal in partnership with the Mountain Advocate.

Freelance Writer

The Times-Tribune newspaper - Corbin, KY

November 2018 to February 2019

I shadowed/learned from the Editor of the Times-Tribune, Erin Cox, and reporter, Emily Adams, to gain my first experience in news reporting. After training - I interviewed individuals, took photos, and wrote articles for the Times-Tribune newspaper.

Customer Service Representative

Senture LLC - Williamsburg, KY

August 2017 to December 2017

answering calls, data entry, answering beneficiaries questions about their health insurance coverage, answering beneficiaries questions about their health insurance benefits and various insurance coverage options, using verbal communication to create a happy conversation and clarifying questions as well as using empathy to comfort beneficiaries concerns

Impact Service Provider

Cumberland River Behavioral Health - Corbin, KY

June 2017 to August 2017

assisting the mental health counselor at Boston Elementary School with lesson plans, teaching students communication skills and coping skills, providing supervision and a healthy learning environment

Education

Bachelor's in Human Services - incomplete

University of the Cumberlands - Williamsburg, KY

August 2014 to May 2020

Diploma

Jellico High School - Jellico, TN

August 2010 to May 2014

Skills

- microsoft word (8 years)
- Computer terminology (10+ years)
- Data Entry (10+ years)
- oral/written communication (10+ years)
- Computer Literacy (8 years)