



Kim Burgess

Supervisor Customer Service

## Central Arkansas Chapter IAAP Monthly Meeting

October 20

11:30 am – 1:00 pm

Arkansas Blue Cross Blue Shield

601 Gaines St

1 S – Conference Room

### Kim Burgess - CAC Guest Speaker at October Meeting

Kim Burgess is originally from Helena-West Helena, Arkansas. She has two daughters and four grandchildren.

Kim moved to North Little Rock in June 2003 and began working at ABCBS in August 2003 as a customer service representative.

For the past four years she has worked as a Customer Service Supervisor in the Blue Advantage National Accounts Department.

Kim has worked in the customer service field for many years in various capacities and understands the importance of satisfied customers.

#### Kim's Motto

*"To enjoy life as long as what I do doesn't negatively affect others."*

### Presentation on Communication

Communication is one of the many vital tools of an effective Administrative Professional. CAC members are sure to learn important tips on communicating effectively in the work place during this presentation.

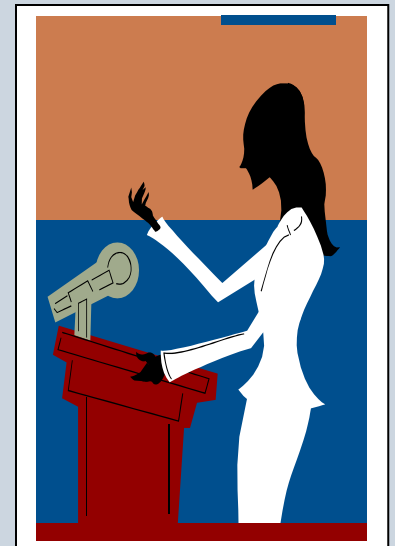
In May 2004 Kim Burgess joined Crosstalk Toastmasters and has achieved the designation of Competent Toastmaster.

Kim states "Through my time with Crosstalk Toastmasters I've gained

valuable insight in public speaking and ways to keep an audience engaged".

Kim's presentation at the CAC IAAP meeting on October 20, 2010 will cover topics such as:

- Keys to being an effective Public Speaker.
- Tip on Public Speaking.
- How communication relates to being a good Administrative Professional.



If you arrive early, you are welcome to visit the J&S Cafeteria located down the hall from the meeting room, where you can purchase a delicious lunch at a reasonable price!