



Meet: Aquilla Keys

Part-Time CSR, Hattiesburg, MS

“*I understand what it's like to be on the other end of that call, because at one time I was the customer on the other end.*”

It's not difficult to picture Aquilla Keys in her nurses' scrubs and white sneakers walking the hallways of the nursing home where she works during the day. With a warm smile and kind eyes, Aquilla seems to be the ideal caretaker—motherly confidence blended with medical expertise.

However, when Aquilla went looking for a part-time job to supplement her nursing, a call center was not necessarily the first job she thought of. That changed when she called and received timely guidance about her own family's healthcare.

“I understand what it's like to be on the other end of that call because at one time I was the customer on the other end. Personally, I went through Marketplace to get my family covered. I have two children that I could not afford insurance for. I had a daughter that had two tumors removed, and a son that had to have emergency surgery and I almost lost him to an asthma attack.”

Aquilla says that experience is always close in mind when she is helping others who are in a similar position.

“I take it kind of personally when it comes

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to helping people get insurance because I know first-hand, what having that insurance did for me.”

As a case-in-point, Aquilla tells the story of a woman she was able to help. The woman was distraught after losing her husband in death and was now trying to figure out how to prevent her health insurance from being canceled.

“The woman was just a nervous wreck and she didn’t know what else to do because she was scared she was going to lose her coverage. When she got me on the phone, she was crying. It just made me feel sad because she had just lost her husband. She had so much going on when she should just be grieving her husband and not worried about insurance.”

Even though the woman had called right before Aquilla was scheduled to end her shift, Aquilla was happy to help the woman.

“It took us about 30 minutes, but we were able to fix all the issues she had. When it was over, not only did she have coverage, she had it at a lower cost. It just made me feel good that I was able to help someone that really needed it.”

In addition to the ability to help people, Aquilla also points to the culture as a reason Maximus is the perfect fit for her.

“Even if you start out seasonal like I did,

there are opportunities for regular part-time or full-time. And I love that I see people advance here. And it’s the perfect schedule for me.”

While she doesn’t plan on leaving nursing anytime soon, Aquilla loves that she has found a home at Maximus.

“It’s great to be able to come into the call center and know that my job is just to focus on helping people. Helping people gives you a sense of wellbeing that you know, that hey, I was able to really help someone. They know you gave it your all. It feels good to be able to do that.”