

# TONYA DAVES

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725-200-9906

Las Vegas, NV 89121

## SUMMARY

## SKILLS

- Confidential data protection
- Online research
- Database management
- Administering interviews
- Data entry
- Client interaction
- Data collection
- Preparing summaries
- Inventory management
- Problem resolution
- Customer service
- Video interviews
- Scheduling participants

## EXPERIENCE

### **PROFESSIONAL INTERVIEWER** | 05/2016 to Current **Precision Opinion - Las Vegas, NV**

- Improved operations by working with team members and customers to find workable solutions.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Improved customer satisfaction by finding creative solutions to problems.
- Utilized script for on-demand phone project assignment to deliver surveys to recipients.
- Maintained confidentiality when addressing sensitive information with tact and diplomacy.
- Interacted sensitively, effectively, and professionally with individuals from diverse cultural, socioeconomic and educational, sexual, gender and religious orientations and backgrounds.

### **LOAN OFFICER** | 04/2010 to 04/2016 **Soaren Management - Las Vegas, NV**

- Assisted senior-level credit officers with complex loan applications.
- Performed daily maintenance of loan applicant database.
- Improved customer satisfaction by finding creative solutions to problems.

### **PROFESSIONAL FUNDRAISER** | 03/2011 to 04/2017 **Give Right - Las Vegas, NV**

- Improved profit margins by streamlining operations and workflow and negotiating competitive vendor contracts.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Earned reputation for good attendance and hard work.

### **PROPERTY SCOUT** | 08/2009 to Current **Hometown Buyers Club - Las Vegas, NV**

- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Improved customer satisfaction by finding creative solutions to problems.
- Improved operations by working with team members and customers to find workable solutions.

## EDUCATION AND TRAINING

**Trenton Central High School - Trenton, NJ**  
**High School Diploma**  
**06/1994**

**Mercer County Community College - Trenton, NJ**  
**Associate of Arts**  
**06/1987**