Hello  
**I’m Aaesha Holloway**

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Skills

Typing 45 wpm, 10 key by touch, Interval billing, Microsoft Active Directory management.Microsoft Office, Microsoft Access, Quick Books, Sales Force, Asimut, LiveVox, TWIKI, SMARTS, Secure CRT, Nortel Contivity VPN, Polycom, SpectraLink, Pinnacle, Siebel, ShareWeb, SmartView, Silver Springs Network/UIQ,Cordaptix/ CC&B, Meter Data Management System (MDMS), Geographical Information System (GIS) SAP Crystal report support, RMA Management, Enhanced ACD, Oracle, Remedy, and Exchange plus, UNIX, Citrix, VMWare, Hard Drive Encryption, New Boundary/Prism, System Center Configuration Management, TSD loaner management

Troubleshoot and configure network settings, CMOS, system start up, and log on problems, Remote desktop configuration, MS Remote Installation. Data management, creating backups, system restore, system upgrade, flashing ROM BIOS. Install and removal of motherboards, hard drives, video cards, RAM.

Experience

JANUARY 2018 - MARCH 2020

**PRA, LLC, Henderson, NV - Account Executive**

Identifies or locates customers with delinquent accounts and attempts to secure payment by performing the following duties.

Comply with all aspects of the Fair Debt Collection Practices Act (FDCPA), company policies and procedures.

Trace customer to new address using address software or by contacting credit reporting agencies, post office, relatives, employers and other possible leads.

Confer with customer by telephone in attempt to determine reason for overdue payment, review terms of sales, service, or credit contract with customer; take appropriate action if customer disputes the account(s).

Request appropriate form letters to customers to notify of transfer of account to our company, encourage payment of delinquent accounts or confirm agreements to settle accounts.

Record information about financial status of customer and status of collection efforts using automated collections software. Obtain and review appropriate correspondence and documents, both paper and electronic that pertain to the account

Establish payment schedule and grant extensions of payment deadline; determine interest to be charged on overdue amount. If delegated settlement authority, settle account within limits authorized; otherwise, obtain necessary information and confer with supervisor.

Submit necessary codes to transfer account to legal collections if customer fails to respond.

Settlement authority established by the Director of Operations. Responsible for ensuring compliance with applicable laws, regulations and company policies across areas of organizational responsibilities.

NOVEMBER 2016 – JANUARY 2018

**Autonation BMW of Henderson, Henderson, NV - BDC Service Appointment Coordinator**

Provide customer service in an auto dealership environment. Prepare pre-write power packs for service appointments. TSD loaner management such as checking out and checking in loaners.

Document management, prepare documents and folders to be stored with recall.

Scan repair orders for archiving. Invoicing which includes create purchase order to pay vendors for services performed on vehicles. Make appointment reminder calls, service follow up calls.Contact clients regarding services that were recommended at the time of service. Retention calls to clients who has not been in for service for a while. Contact clients regarding special order part. Contact clients regarding notifications received from BMW advising of necessary client services. Schedule service appointments. Answer and transfer calls to the appropriate department or extension. Check status of vehicles that is being serviced. Creating service tags for service advisors appointments. Cashier duties such as processing cash, credit card and check transactions.

FEBRUARY 2016 - NOVEMBER 2016

**Various Temporary Agencies, Las Vegas, NV – Various Positions**

Provide customer service in an auto dealership environment. Prepare power packs, set up PDI’s. Opening and closing cashier and BDC. Scanning Repair orders to file. Etc. Provide technical support to various companies with virtual desktops. Imaged desktops. Install software. Virus removal. Implemented newly onboarded clients. Add new user to Active Directory adding the appropriate access to shared folders and directories. Added and removed users from the exchange server. Configured MS outlook based on customer needs. Added new users to Shoretel. Configured and supported existing users. Setup phone mapping to different departments. Assisted with setting up voice prompts.

Cleaned resort rooms to industry standards, parking attendant duties such as directing traffic, setting up cones repairing entry and exit gates.

Troubleshoot issues with new sports and gaming product. Troubleshoot gamers reward machines. Adding tickets. Repairing broken OMR and printers. Working closely with networking to resolve connectivity issues.

MAY 2014 – MARCH 2015

**BlueShield of California, CAL-Cobra Member Processor – Lodi, CA**

Process member applications, validate and enter demographic information into Facets or RTMS. Process Cal-COBRA notification letters and elections within guidelines and compliance set by state law.

Process pending for information by contacting brokers, groups and subscribers to verify legal and confidential information.

Running exhaust, termination and enrollment reports. Updating process documentation.

Send decline letters for all that are not eligible by law for Cal-COBRA medical coverage.

DECEMBER 2014 – APRIL 2014

**Pacific Gas and Electric, Product Support Specialist – San Francisco, CA (CONTRACT)**

Provide customer support, Answering calls and responding to customer inquiries via email. Creating new customer accounts. Processing Third Party Authorizations to provide access to account data. Reset user passwords.

Train customers on use of product. Discuss possible rate options. Trouble shoot any issues with access to the application. Request data on meters with missing data. Work with data collection team to resolve problematic issues with data exports.

Build accounts and fix any issues with existing accounts. Run reports. Assist with scheduling reports.

JANUARY 2013 – OCTOBER 2013

**Pacific Gas and Electric, Smart Meter Operations Interval Billing Data Analysis/Processor - Concord, CA (CONTRACT)**

Analyze 15 minute and 60 minute interval billed meter data that would cause errors in the Validation Editing and Estimation report. Validated errors and data using MDMS, UIQ, STAR, SmartView, GIS, CC&B. Determining the course of action and escalate issues that are caused by problematic meters per CPUC requirements.

Communicating with field technicians, field technician supervisors, meter technicians, meter technician supervisors, electricians and other entities internally and externally. Created field orders, updated meter reads, updated removal and installation reads.

Derived meter data, Created Data control Request communication requests for data missing in either billing system (CC&B), MDMS, or UIQ. Working with external departments to be able to resolve billing issue to ensure on time billing.

Thoroughly investigate meter issues to ensure accurate and on time billing. Collaborated with team members to determine an efficient solution. Starting and stopping Service agreements.

OCTOBER 2012 – JANUARY 2013

**Sony Playstation, IT Help Desk Tier 1/ Tier 2 – Redwood City, CA (CONTRACT)**

Troubleshoot multiple platforms: Macintosh 10.5,10.6 and 10.8, Windows, cellular devices and PDA’s

Provide first level support for multiple enterprise applications including email, calendar/scheduling, word processing, spreadsheets, presentations, Internet browsers, as well as department specific specialized applications. Deploy software physically or over the network.

Active Directory management of users, computers and printers.

Image Macintosh and PC computers. Install user specific software. Configure machines specific to users role and usage.

Manage VPN users. Create and manage VPN accounts. Troubleshoot Network Connect issues.

Deploy user hardware, setup workspaces for new and re-locating users.

Education

JANUARY 2011 - JUNE 2011

The Stride Center, Oakland, CA

A+ Certificate - Computer Hardware and Software Principals

OCTOBER 2011

Training Boot Camp, Belmont, CA

ACMT - OSx 10.6 Support Essentials

November 2011

Training Boot Camp, Belmont, CA

MCDST – Supporting users and Troubleshooting Microsoft 7

Awards

Perfect Attendance 2018

Top 10 Collector