Gwendolyn Bassett-Isom

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**Summary**

Qualified Customer  Service Representative  with 11 years of experience seeking a position to provide lasting client relationships and maximizing quality.

**Education**

**Faulkner University**

Business Administration

Mobile, Alabama

Transferred May 2019

**Employment History**

**World Omni Financial Corp**

Lease Term Sr. Lead

Deerfield Beach, Florida

September 2015 – May 2019

* Managed a group of 10 associates on a daily basis
* Assist customers with the return of their leased vehicles.
* Performed inbound and outbound calls to customer using a dialer system
* Handled escalated customer concerns
* Sorted mailed daily for 16 internal departments
* Provided coaching and training for current and incoming associates
* Correspond with an executive management team daily through phone and email to help improve company workflows and compliance  procedures
* Participated in special innovative projects to assist with the growth of the company.
* Accept and process inbound and outbound calls assisting customer with their lease end balance
* Assisted customers with questions about their lease end process
* Maintained a monthly Excel spreadsheet of associate accounts updating balances and progress of the account
* Partnered with training services to ensure the department literature was current for new associates.
* Provided side by side training for new associates
* Conduct quality check training, monitoring daily workflow, and providing feedback on needed improvements. Maintain company standards as related to staffing, operations, marketing, collections and customer service.
* Reviews expire accounts and respectfully communicate with customers to promote timely payments.

**West Asset Management**

Sr. Loan Recovery Specialist

Mobile, Alabama

October 2008 – September 2015

• Accept and process inbound and outbound calls assisting defaulted borrowers with student loan resolution.

• Managed a portfolio of accounts ranging from 200-250 in number and from $1mill-3mill in revenue. Manage and process both Credit Card and Check for loan payments.

• Ensure compliance with recovery procedures for all requests, including executive level approval, before orders are processed.

• Communicate Department of Education procurement policies and company processes to associates. Ensure compliance with Federal, State, and local laws.

• Support directors and executive management with special requests to research debtor options for pending.

• Conduct quality check training, monitoring daily workflow, and providing feedback on needed improvements. Maintain company standards as related to staffing, operations, marketing, collections and customer service.

• Reviews expire accounts and respectfully communicate with customers to promote timely payments.

**Professional Skills**

Type 45-60 words per minute : Advanced

Microsoft Excel: Advanced

Microsoft Word: Advanced

Telephone & Management Skills: Advanced

Administrative Support : Advanced

Data Entry Skills: Advanced

Excellent Verbal & Written Skills: Advanced

**References**

**Tauric Reed**

Former Supervisor

West Asset Management / World Omni Financial Corp

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**Mishondia Robinson**

Former Executive Pastor

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