

Jennifer Ann D'Agostino

603-498-5233 ♦ jennifer.ann.dagostino@gmail.com ♦ www.linkedin.com/in/jenniferd7

PROFILE

Integrity-driven, business professional with a passion for improving processes by focusing on efficiency and effectiveness. Inquisitive and intuitive by nature, accomplished troubleshooter. Looking to join a team as a junior analyst with the potential to move into a developer role.

SKILLS

- ♦ Customer Service
- ♦ Data Analysis
- ♦ Intuitive
- ♦ Technically savvy
- ♦ Time Management
- ♦ Self-Motivation
- ♦ Critical Thinking
- ♦ Problem Solving
- ♦ Attention to Detail

SYSTEM/TECHNICAL EXPERIENCE

- ♦ Microsoft Excel
- ♦ Microsoft PowerPoint
- ♦ Microsoft Word
- ♦ Salesforce
- ♦ Slack
- ♦ SharePoint
- ♦ FICO/DM1
- ♦ vTiger
- ♦ QuickBooks
- ♦ Canvas
- ♦ Python
- ♦ HTML
- ♦ SQL
- ♦ DAKCS
- ♦ C#

PROFESSIONAL EXPERIENCE

Student Analyst/Developer | LaunchCode | 2019 – present

- ♦ Learning a foundation of computer programming languages such as Python, HTML, SQL, and C#.
 - *One of 125 accepted for program out of 650+ applicants; one of 62 graduates.*
 - *Completed Units 1, 2 and 3 submitting all assignments; advancing to Liftoff project creating a web application.*

Client Services Advisor | Windham Professionals | 2013 - 2019

- ♦ Responsible for all aspects of customer service and account management in multiple verticals both in the collections and call center environments.
 - *Responsible for data analysis and reporting such as stack rankings of collection amounts, placement totals and liquidation rates as well as call center metrics such as service level, average handle time and abandon rates.*
 - *Coordinated rollout and transition of FICO and vTiger systems and processes including, creation of instructional reference documents and training employees resulting in a smooth transition and minimized down time.*

- *Delivered high level of customer service to clients in the Education, Retail and Insurance verticals leading to a collection of accolades.*
- *Simplified report generation for a VIP client resulting in the reduction of hours spent compiling and preparing data for client review.*
- *Led a client-affecting, time-sensitive, and executive-level driven project, collaborating with General Counsel, which aimed at eliminating company risk.*

Independent Business Owner | shop.com | 2009 - 2014

- ◆ Owned an internet franchise offering a wide variety of products as well as online discounts and cash back rewards with well-known retail stores.
 - *Created marketing materials to promote business and products.*
 - *Represented business and products at networking events.*

Senior Manager | Micro Works Computer Center | 2006 - 2010

- ◆ Managed different aspects of the business including purchasing, invoicing, system conversions.
 - *Worked with product manager to convert accounting software from QuickBooks to Sage Peachtree which included training office team members.*
 - *Created efficient process to manage IT service tickets from request to invoice.*

National Training Team Coordinator | Verizon | 1997 - 2006

- ◆ Promoted numerous times throughout my tenure providing customer and company support to the call centers across the nation.
 - *Participated in upgrade of technician scheduling system. Identified issue that could have affected 1200 call center representatives before upgrade was implemented.*
 - *Created correspondence for executives, support staff, clients, and vendors such as PowerPoint presentations, proposals, agreements, Scope of Works, and marketing materials contributing to the company's professional reputation.*
 - *Compiled and disseminated data using Excel and PowerPoint for sales, collections and call centers to easily identify successes or areas of opportunity.*

COMMUNITY INVOLVEMENT

Board of Trustees | Casablanca Townhomes

- ◆ Held an elected Board of Trustees position for 6 years for a 94-unit condominium complex overseeing decisions in order to keep the association well-maintained and financially strong.

Board of Directors | Exchange Club of Lawrence, MA

- ♦ Elected to the Board of Directors for a 2-year term for the Exchange Club, a nationally recognized community service organization, partnering with others to promote patriotism, honor our service men and women and hold fundraisers for scholarships given to local students.

EDUCATION

Bachelor of Science | Plymouth State College (currently known as Plymouth State University)

- ♦ Interdisciplinary Studies with a Business Management focus.