

Cornee' Courtney Milligan

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Objective: To pursue my career where I can use my experience and education to help the company meet and surpass its goals.

Experience:

Ally Financial (Jacksonville, Florida) Dealer Service Representative (January 2016-Current)

- Meet or exceed all assigned operational, customer and dealer experience metrics and objectives on a consistent basis.
- Ensure process are done thoroughly, accurately and per legal/process requirements.
- Provide accurate vehicle quotes to dealers at different car dealerships.
- Follow Ally policies and procedures and abide by the Code of Conduct and Ethics and information security standards.
- Miscellaneous duties as assigned
- Advise dealers of necessary paperwork to send in to follow up on automobile closing deals.

Citibank Card Services (Jacksonville, Florida) Customer Relations Team (November 2011-January 2016)

- Resolve a diverse set of customer concerns and complaints through expanded decision making process
- Provide a win-win scenario for both the customer and the business
- Track and report data for management action
- Ability to exercise judgement and make decisions on more complex servicing issues
- Ability to manage difficult customer service interactions
- Extensive knowledge of business credit/risk policies and profitability models to appropriately resolve escalated customer issues.

Convergys Corporations/AT&T (Jacksonville, Florida) Customer Service Sales

904-636-9189 (January 2011-November 2011)

- Assist customers with AT&T Universal accounts.
- Sell and upgrade customer's television, home phone, and internet packages to help save money.
- Process payments and account online server problems
- Schedule technician visits for customers
- Ensure each and every customers experience is beyond satisfaction.

Police Athletic League (Jacksonville, Florida) Youth Instructor 904-381-1101 (August 2009-February 2010)

- Responsible for maintaining a learning and fun environment for grade level Kindergarten through Third grade.
- Create lesson plans to keep the children focused while attending the after school program.
- Ensure child safety during educational field trips; events at the youth center, and exercises.
- Work closely with the program manager to ensure expectations were met and exceeded across the board.
- Homework assistance and Florida Comprehensive Assessment Test (FCAT) preparation

Florida Technical College (Jacksonville, Florida) Receptionist 904-724-2229 (August 2008-August 2009)

- Direct and sign visitors in
- Assist enrollment advisors with processing new enrollment packages
- Process work orders for Federal Express pick ups
- Answer telephone and direct calls to proper person
- Assist school director with creating new welcome packets and fundraisers for the school
- Create documents with Microsoft Excel and Microsoft Word.

Education

AAS Criminal Justice