

PROFILE

An astute professional with over five years professional experience providing exceptional client service support delivering solutions and collaborating with diverse client groups ensuring timely and efficient service while adapting to new technologies and committing to continuous professional growth and development.

AREAS OF EXPERTISE

- Ability to work in hybrid/remote environment.
- Manage multiple client requests through delivering customized solutions.
- Strong customer service skills and experience to serve client groups.
- Strong problem-solving skills, decision-making abilities.
- Ability to prioritize, manage, and organize workload in a fast-paced environment.
- Project Management knowledge.
- Proficient in Microsoft Office Suite.
- Work process trainer.
- Ability to multi-task.
- Calm under stressful situations.

EDUCATION & CERTIFICATION

- Akron Institute Medical Assistance, Akron, OH – Graduate
- Garfield High School, Akron, OH – Graduate
- Project Manager, Atlanta, GA – Certificate (CPM)
- Emory University Continuing Education Course Studies
- Microsoft Office Specialist Exam Prep Studies

PROFESSIONAL EXPERIENCE

FIS GLOBAL, ORLANDO, FL

2019 – 2023

EXECUTIVE ASSISTANT (REMOTE)

- Trusted partner to 4 Sales Senior Managers, 10 Regional Managers, and 67 Sales Account/Executive Managers.
- Consulted closely with cross-functional teams to troubleshoot product functional concerns to ensure an exceptional client experience.
- Managed and coordinated multiple client products and services concerns simultaneously.
- Orchestrated complex calendar management with clients, Technical Services, and Sales Team regarding product functional concerns.
- Partnered with Sales Team and Client Relationship Manager to promote an excellent client experience.
- Executed client's products and services support tickets and deconversion requests in a timely manner.
- Communicated effectively with the client, Sales Team and Client Relationship Manager with regards to any potential concerns, delays, modifications, updates, etc.

SUNTRUST BANK, ATLANTA, GA

2011 – 2018

OPERATIONS ANALYST

- Treasury and Payment Solutions Infrastructure teammate.
- Brainstormed with colleagues to create processes and procedures quick reference manuals.
- Lowered business expenses and improved efficiency by recycling computer equipment.
- Coordinated with technical services to ensure all transmittals are delivered and entered in a timely manner.
- Managed various action items, all required documentation, correspondence, spreadsheets, and daily reports.
- Oversaw communication to the onboarding manager and recruiter.
- Committed to utmost discretion when dealing with sensitive subject matters.
- Arranged emails for new hires with details about the company, including parking information, work schedules, training, and dress codes.
- Provided new hires with role base application credentials, and temporary passwords, within compliance guidelines.
- Executed application password resets in a timely manner.
- Liaise with interdepartmental stakeholders during the onboarding process to orchestrate requirements needed for a successful start date of new hires.
- Conducted final confirmation on start day to ensure new hires has reported and completed all tasks required.
- Spearheaded new hire's role base applications quick reference training manuals.