

## QUALIFICATIONS SUMMARY

- Excellent written and verbal communication skills.
- Effective ability to plan and execute complex projects.
- Ability to anticipate needs, take initiative, and resolve problems.
- Excellent sense of organization and follow through on commitments.
- Priority oriented - able to manage multiple functions and meet deadlines in a calm, effective manner.
- Ability to develop and maintain favorable relations with staff, members, and accounts.
- Effective interpersonal skills - positive, professional attitude, adaptable to changing environments.
- Technology proficient in MS Word, Excel, Front Page, PowerPoint, Access and ACS Accounting Software.

## BUSINESS EXPERIENCE

### **Marketing Solid Foundations, LLC**

Mebane, NC, October 2014 - Present  
Managing Member/Owner

Own and operate the company as the primary point of contact for our retail clients. Contracted to assist with the development and implementation of an annual business plan and customer service manual through the material written and produced by Marketing Solid Foundations, LLC, called The Way. Creates and promotes a brand building culture, both internally and externally, with accountability to deliver The Way. Manages staff and holds them accountable for meeting plan results. Conducts business reviews on a weekly, monthly and quarterly basis that analyze volume, distribution goals, and overall results. Utilizes aggressive retail call frequency, as well as data from internal systems in order to identify sales opportunities. Meet with retailers on and off premises to form a community outreach program to serve the needs of the city where possible. Comply with all company policies and procedures, ensuring that all activities are conducted with local, state and federal laws.

### **SunTrust Bank**

Hillsborough, NC, July 2012- October 2014  
Personal Banker 1

Provide an industry leading client service experience through assisting and supporting aspects of the development and expansion of new and existing client relationships by:

- Utilized resources to conduct effective consultative client conversations
- Provided financial solutions that met client needs such as deposit and credit and including all product and service lines
- Referred to other line of business partners for additional business growth opportunities. Partners include, but are not limited to: Financial Advisor, Mortgage, Trust, Wealth, Business Banking, Treasury Services, and Merchant Services.

Focused on all client segments serviced through retail Branch Banking network. Sourced opportunities through:

- Branch teammate and client referrals
- Branch book of business
- Telephone calling activities

Ensured compliance with internal controls, operational procedures and risk management policies. Pursued on-going education of SunTrust products, services, and other lines of business. Primary focus was

assisting with client sales opportunities with additional activities related to service needs, based on the overall needs of the branch. Provide industry-leading service; perform routine client maintenance requests, problem resolution and basic sales functions regarding deposit, credit, convenience and other product and service lines. Contributions made to meeting or exceeding client service as well as individual and branch sales goals by offering and selling products and services and developing, expanding and retaining relationships. Exercise knowledge of risk management and loss prevention. Participate fully in all components of the Client Engagement Model. Commit to advancing individual knowledge of sales techniques and product knowledge to better serve consumer and business clients. Responsible for ensuring that all business transactions and practices in the individual's span of control comply with all regulations and the SunTrust Code of Conduct.

### **Apria Healthcare, Inc.**

Morrisville, NC, November 2008 to July 2012  
Cash Research Representative

Apria Healthcare is America's leading provider of integrated home healthcare products and services. I work in the accounting and finance department. My duties in the National Cash Processing Center included about are not limited to:

- Researched unidentified payments and denial of payments using internal sources, written communication, web sites and phone inquiries to determine appropriate accounts for payment application.
- Coordinated transfer of these funds to appropriate Apria facility or other company.
- Processed and applied payment, after researching transaction, to the correct invoice line to ensure accurate account activity.
- Appropriately identify overpayments requiring refund or recoupment.
- Accurately processes denial of payments to correct invoice lines to expedite future collection and appeal activity.
- Posted and applied all payment and denial activity within 24 hours.
- Scheduled and organized work assignments.
- Ensured work is performed accurately and efficiently.
- Posted adjustments to appropriate accounts as necessary based on company policies and procedures.
- Performed other related duties as directed by supervisor.

### **Mega Force**

Sanford, NC, December 2006 to November 2008  
Administrative Assistant

Performed duties of Administrative Assistant for multiple companies of Mega Force.

#### **Children's Developmental Services Agency**

- Perform duties such as client and professional interaction, taking referrals, processing forms and letters, and providing administrative and clinical support to service coordinators. Create and maintain client records to ensure they are in and stay within compliance with the state of North Carolina. Other duties include answering telephones, making copies, filing; maintaining and creating excel spreadsheets for performance and billing and access databases, and assist Early Intervention Service Coordinator's track necessary forms for timely completion and accuracy.

#### **USC Solutions**

- Scheduled workers and to planned daily packaging jobs utilizing Just-In-Time supply system Input production information into Macula and Oracle database systems

#### **The Pantry, Inc.**

- Responsible for serving dispatcher, procurement, and administrative assistant. Scheduled maintenance concerns for stores in multiple locations. Dispatched calls to contractors for store

emergencies and ensured strict time lines were maintained on work orders. Gathered data to submit bids for repairs or special projects such as store opening, asphalt repair, and highway sign replacement. Notified District Managers, Regional Vice Presidents, and other managers progress of work orders.

### **Brick City Community Church**

Sanford, NC, December 2006 to March 2007

Voluntary Data Entry Clerk

- Administrative and accounting for processing financial information...
- Entered financial data into ACS accounting system
- Created spreadsheets to track all spending for offices outside of the accounting office.
- Ran audio/video equipment on the computer and TriCaster
- Created PowerPoint slides

### **Lee County Tax Administration**

Sanford, NC, January to November 2006

Data Collector

Performing technical work in the inspections and appraisal of land, residential, commercial, and industrial buildings, building improvements, and inputting data into the computer for tax assessment purposes. Maintain accurate records of all real estate property and collecting the necessary data, and assisting in the tax mapping procedures. Independent judgment and initiative required to apply laws, policies, and procedures to specific situations. Use tact and courtesy in frequent contact with the public on tax questions.

### **Roland Pool Service**

Pensacola, FL, March to November 2005

Pool Service Technician/Sales

Installed and repaired pool equipment. Treated, serviced, and maintained swimming pool and pool equipment. Interpreted work proposals, work orders, schematics, and manufacturer's specifications. Completed work documentation such as time sheets, work orders, invoices to record parts used, nature and scope of service problems for warranty coverage timely. Communicated with customers, co-workers, supervisors, and sub-trades personnel on all aspects for service, repairs and maintenance contracts.

### **Unleavened Bread Ministries**

Pensacola, FL, September 2002 to November 2005

Web Site Moderator/Editor

Web site moderator for online ministries. Position required a two-way communication that allows for interaction between the audience and the speaker. Written and oral communication is used to present screen questions to the speaker so that the discussion stays focused. Gathered pertinent data and coordinated responses from audience to speaker in order to facilitate discussions. Edited online web documents. Researched host server information and negotiate terms for service. Converted recorded web-based programs into MP3 format for website posting. Copied files for mass media production and distribution. Provided technical support for computer equipment and customer service support.

### **CompUSA**

Ft Walton Beach, FL, October 1997 to December 1998

Operations Manager

Managed approximately fifty employees at a time in all areas of operations, from sales and service, to shipping and receiving. Interviewed and hired all employees. Evaluated personnel for performance appraisal, communicated results to employees, and developed improvement plan to correct deficiencies. Instructed employees on shipping and receiving procedures and led all store inventories with achieving the lowest loss in the region. Corporate liaison for the southeastern region covering eight states from Louisiana to Virginia. Developed and executed complex technical training manuals. Responsible and accountable for all money transactions in the store.

**CyberZone**

Pensacola, FL, June 1996 to October 2003

Owner/Operator

Responsible for daily organizational operations of a Laser Tag business. Owned forty percent stock in the business and made pertinent operational business decisions. Developed company policy and implemented new programs for our clients, such as, individual and company parties and leagues. Managed two part-time employees.

**Mitchell Nissan-Mazda**

Enterprise, AL, February 1995 to June 1996

New and Used Car Manager - Finance Manager

Oversight of credit, collection, and automobile installment sale contracts for automobile dealership. Prepared documents to negotiate customer deals, trades with other dealers, tracked cost on used car maintenance, and auto inventory.

**Victor Nissan**

Selma, AL, October 1991 to February 1995

Finance Manager

Prepared complex documents, communicated terms, and conditions to customer. Provided financing information and guidance to customer on whether to finance or lease a vehicle. Liaison with the banking industry for customer needs and support. Customized a financial program that increased the number of customer loan processing per month. Served as liaison between lease service providers and customers. Assisted management with dealer trades, floor plans, and general financial information.

**EDUCATION**

Pensacola Junior College, Pensacola, FL;

General Liberal Arts AA, 2004

Woodham High School, Pensacola, FL; 1989

North Carolina CNA

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