

EROS HARVEY

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Reliable customer service representative seeking to obtain a position utilizing strong administrative and conflict resolution skills through articulate communication to facilitate operational efficiency and customer satisfaction goals

Education

Naperville North Highschool – Graduate - 2012

Regency Beauty Institute – Cosmetology License – 2014

Skills:

Highly motivated self-starter that is able to quickly learn **company-specific software** and structures

Experience in customer service, collections, and **account management and processing**

Years experience working with **HR and data entry** with proficiency in the Microsoft Suite

Ability to manage multiple direct phone lines and appointment schedules with overlap

Proficient with **front-end web design** using HTML, CSS, and JS

Job History:

Transaction Processor, Computershare

June 2025 – August 2025

Responsible for the execution of transactions requested by shareholders over their accounts, including name and address, transfers, sells, and enrollment **through an in-house content management system**.

Accounts Payable Processor, Atria Senior Living

May 2022 – Feb 2023

Processed **75 invoices minimum daily** from various vendors, entertainers and more across all Atria locations while using **Google Excel and PeopleSoft** to verify and retain information within the system.

Administrative Assistant, General Plumbing Supply

Jan. 2022 – May 2022

Organized customer payment information, enter info in through the system **ECLIPSE**, and sending monthly statements to HQ via fax. Assisted customers with payments, ticket information, and appointments.

Participant Services Retirement Specialist, ADP

Jan .2020– Mar 2020

Assisted clients with retirement benefits such as 401K plans, was Training to be an agent for **ADP Broker Dealer**. Used programs including **Cimplicity, Genesys, PSW, LexusNexis, and Lumin**.

Enrollment and Collections Analyst, Aerotek

April 2018 – Nov 2019

Assisted clients with selecting their medical benefits and handled financial accounts ensuring their payments, deposits, and withdrawals were processed accurately and efficiently. Processed account changes using programs such as **Seibal, OBA, and CasPro**. Analyzed and collected payments of lease and loan customer vehicle accounts for Volkswagen brands and provided a **top tier customer experience**, processed payments and work with third party vendors. Cross-examined spreadsheets containing addresses and ID numbers for over **20,000 medical facilities** updating them using a personalized hub provided by the company to ensure medical supplies are accurately delivered.