

# JESSICA CLAIRE

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## Summary

Ability to organize and multi-task in a fast paced environment; possess ability to prioritize workload and operate effectively and efficiently with minimal supervision. Ability to think analytically and creatively in response to problem Knowledge of commercial loan pricing, credit policies, procedures, practices, and documentation. Ability and willingness to train and present to small and large audiences of varying sophistication complex concepts in a manner that are easily understood.

## Highlights

SAP, Lotus Notes, Team Leader and Administrative support in communications and training, Research, Reporting, Negotiation Skills, Organization and Interpersonal skills, team work and dedication. Proficient and strong PC skills in scheduling software, Windows XP, Microsoft Word, Excel, Access, and PowerPoint, Excellent interpersonal, oral/written communication and partnering skills.

## Experience

### **Mortgage Banking Document Mortgage Banking Doc Ops Specialist**, 03/2009 to Present

**Abm** – Columbus, OH,

- Update procedures as needed and support all team lead functions and reporting.
- Monitor documents daily for mortgage banking customers.
- Preparation of paid mortgage files for updating identified pay off tracking system, research websites, and internal systems, along with performing daily functions displaying professionalism, time management skills, and organizational skills.
- Create and maintain productivity reports for tracking databases.
- Test new reporting and tracking systems.
- Work closely with department channels, management, and automation to resolve a multitude of complex issues and provide testing results.
- Monitor reports and queues for Lien Release Customer Care Workbench inbox and the manual add accounts in the payoff tracing system.
- Provide training to peers on new functions and processes.

### **Workforce Management Analyst**, 07/2007 to 08/2008

**Accent LLC** – City, STATE,

- Responsible for entering and reporting Customer Care Professional schedule and exception activity.
- Communicated information to the Call Service team in regards to the company's and department news, policies, procedures, and new initiatives.
- Analyzed test results on calls and forecasting for scheduling purposes.
- Partnered with various management teams to share responsibility for meeting service level and response time objectives across all contact channels; utilizes scheduling software and tools for managing workforce-related tasks and ensuring effective and efficient utilization of such resources.
- Responsible for assisting management with business unit productivity goals by providing accurate forecasting, staff calculations, staff schedules and management reports.
- Assist management in monitoring adherence, staffing activity and updating the system as needed.
- Provided training to peers on new functions and processes.
- Developed and maintained employee work schedules based on capacity requirements for all Sales and Service or Loss Reporting Unit phone and processing staff.
- Produced weekly schedules for 100+ Customer Service Representatives based on forecasted volume and workload to ensure adequate staffing levels for phone, email and chat contacts.
- Managed call outs, paid time off and overtime to hit labor budgets.

### **Officer Manager**, 12/2006 to 03/2009

**Coleman & Associates** – City, STATE,

- Certified trainer on income tax preparation through H&R Block.
- Advised employees of updated annual changes received from the IRS.
- Answered customer calls.

- Worked directly with lenders concerning income tax return checks and fees.
- Thoroughly examined and analyzed financial records of individual and businesses and advised the best way to file state and federal taxes; Tax preparer when needed.

**Containment Quality Inspector**, 01/1999 to 04/2007

**GUIDE CORPORATION** â€” City, STATE,

- Separated non-conforming parts to ensure the guidelines for quality guidelines are met.
- In support of and under the direction of quality engineers, supervisors, or technicians, used the proven techniques to evaluate hardware documentation, performs laboratory procedures, inspected products, measures process performance, records data, and prepares formal reports.
- Produced forward automotive lighting and training to peers on new operation functions.

## Education

**Bachelors of Business Administration**: Computer Information Systems,

**Northeast Louisiana University** - ,

GPA:

Computer Information Systems

**Master of Business Administration**: Human Resource Management,

**University of Phoenix** - Phoenix, Arizona

GPA:

Human Resource Management

**Associate of Applied Science**: Process Technology,

**Louisiana Delta Community College** - Monroe, Louisiana

GPA:

Process Technology

## Skills

Administrative support, automation, automotive, banking, budgets, interpersonal, Interpersonal skills, oral, hardware, Customer Service, Customer Care, databases, direction, documentation, email, financial, forecasting, laboratory procedures, team lead, Team Leader, lighting, Lotus Notes, managing, Access, Excel, PowerPoint, Windows XP, Microsoft Word, Negotiation, organizational skills, PC skills, policies, processes, quality, reporting, Research, Sales, SAP, scheduling, staffing, tax, taxes, Tax preparer, tax preparation, team work, phone, time management, trainer, websites, Workbench, written communication