

Patricia Gibbs
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PROFESSIONAL SUMMARY

IT professional with a diverse background in finance and real estate, poised to transition into technology. Demonstrated refinement of financial services, relationship management, and client advisory. Further honed customer-centricity and service excellence, developed negotiation, market analysis, and client satisfaction abilities.

- Trouble Shooting
- Leadership
- Customer Experience
- Project Management
- Data Analysis
- Communication
- Time Management
- Well Organized
- Results Driven

PROFESSIONAL EXPERIENCE

Georgia Department of Human Services | Douglasville, GA **05/2024 - Present**
Economic Support Specialist 1

- Assess and determine eligibility for Family Medicaid and Food Stamps, ensuring compliance with established guidelines.
- Process applications, reviews, and interim changes using appropriate criteria and policies consistently.
- Accurately record and evaluate personal and financial data from individuals, efficiently entering high volumes of data.

Coldwell Banker Realty | Marietta, GA **2021 - Present**
Real Estate Agent (License #409150)

- Cultivated and maintained client relationships through effective communication and personalized service.
- Demonstrated strong negotiation skills to secure favorable terms for clients, resulting in over \$2 million in sales within the first two years.
- Oversaw the entire real estate transaction process, ensuring efficient procedures from initial listing to closing.
- Mitigated risks for clients by ensuring compliance with real estate laws and regulations, safeguarding their interests and minimizing potential liabilities throughout the entirety of the buying and selling process.

CarMax Auto Finance | Kennesaw, GA (Remote) **2020-2021**
Lead Customer Service Representative

- Managed a team of 12 customer service representatives, ensuring timely and professional resolution of customer inquiries and complaints.
- Acted as team leader for inbound, achieved a 20% reduction in customer complaint resolution time within the first six months through improved processes and training initiatives.
- Served as the first point of contact for escalated customer inquiries or complaints, consistently resolving issues to the customer's satisfaction.

- Collaborated with other departments such as collections and loan servicing to ensure a seamless customer experience.
- Managed customer accounts, processing payments, updating information, and addressing account-related inquiries.

KeyBank | Cleveland, OH

2017-2019

Relationship Manager

- Developed and maintained relationships with a portfolio of retail banking clients; conducted regular meetings and check-ins with clients to review their account activity and assess their satisfaction.
- Conducted outreach and prospecting activities to expand the client base and generate new business.
- Identified opportunities to cross-sell banking products and services based on clients' financial needs and goals.
- Developed and implemented marketing campaigns to promote banking products and services.

TECHNICAL TRAINING

NPower | Remote

3/2024 – 8/2024

Full Stack Developer Trainee

- Completed an intensive 20-week Full Stack Developer training program, gaining hands-on experience in both front-end development technologies, including HTML, CSS, and JavaScript.
- Developed proficiency in building responsive and interactive user interfaces using popular front-end frameworks such as React.js, ensuring a seamless user experience across various devices.
- Acquired essential back-end development skills through practical training in server-side scripting with Node.js, utilizing Express.js for efficient routing and building scalable web applications.
- Demonstrated the ability to work with databases by mastering fundamental database management concepts and hands-on experience with MongoDB, ensuring effective storage and retrieval of data.
- Collaborated with peers on real-world projects, applying Agile development methodologies, version control using Git, and participating in regular code reviews, fostering a collaborative environment.

EDUCATION AND TRAINING

Path2TECH | NPower | In Pursuit

Bachelor of Business Administration in Marketing | Central State University | 2017

Certifications

Obtained:

Pursuing: W3C Front End Developer Professional Certificate • Google UX Design Certificate