

# COURTNEY J. CUNNINGHAM

## CUSTOMER SERVICE

(SHE / HER)

### OBJECTIVE

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I am excitedly seeking a position that allows me to put my passion for people and communication in the forefront of my work. I am eager and excited to work for a company whose values align with mine, in a role that will bring new challenges and experiences.

### EXPERIENCE

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**Oregon Shakespeare Festival** Ashland, OR  
*Wardrobe Specialist* 2012 - Present  
Works in a team-oriented environment where interpersonal skills and communication are key to success.  
Collaborates daily with multiple departments to ensure smooth performances, quickly troubleshoot unanticipated situations, and maintains a positive working environment for everyone. Utilizes exceptional customer service skills and techniques both internally and externally.  
Expertise in complicated and challenging costume changes, regular maintenance and repairs, laundry, steaming, ironing, and assisting cast and crew with any needs that arise.

**Law Offices of Carl J. Franzman, P.A.** Atlanta, GA  
*Post - Closing Paralegal* 2011 - 2012  
Customer-forward position responsible for maintaining positive professional relationships, with an emphasis on creating a referral base for new clients.  
Responsibilities include facilitating closings, coordinating client signatures outside of closing, recording original documents, preparing packages for all parties, handling payoffs, issuing policy requests, etc.

**Law Offices of David J. Schneid, P.A.** Boca Raton, FL  
*REO Operations Administrator* 2007-2009  
Supervised the Pre-Closing department and coordinated the efforts of several other departments in order to maintain smooth operations within the firm.  
Maintained and updated systems and processes as the firm grew to meet and exceed clients' expectations of our product and customer service.  
Maintained a key role in client and vendor relations, providing frequent problem-solving as challenges arose for files or closings.  
Coordinated office activities including meetings with clients and vendors, interoffice events, etc. Also conducted orientations upon the hiring of new associates for the firm.

**Southeastern Land Title** Atlanta, GA  
*Office Administrator / Receptionist* 2005 - 2007  
Responsible for receiving new orders, opening and compiling new files, researching tax and appraisal information on properties, and assigning files to an examiner for title searches.  
Served as receptionist, providing exceptional customer service to clients and assistance for any of their needs to ensure the best possible experience with our company.

**NCO Financial Company** Norcross, GA  
*A/R Recovery Representative* 2003 - 2005  
Responsible for communication with NCO's clients regarding outstanding and short-paid invoices.  
Created record-keeping systems to track data and kept detailed notes of client interactions in our internal database.  
Coordinated the efforts of branch managers and other NCO employees in order to facilitate finding solutions for clients.  
Corresponded with clients via mail, email, and telephone in order to assist with any questions or issues they may have.

## EDUCATION

1998–2002 Providence Christian Academy Lilburn, GA  
High School Diploma  
Graduated with Honors  
2002–2004 GA State University Atlanta, GA  
Completed courses in Math, Sociology, Political Science, Theatre, History, English and French

## VALUES & SKILLS

- Practices exceptional interpersonal communication
- Passion for bringing a positive attitude to the workplace
- Thrives when engaging in problem solving and critical thinking
- Advanced computer skills in Microsoft Office, Basecamp, Slack, Sharepoint, etc
- Actively practices adaptability and multi-tasking for the benefit fo the workflow
- Brings positive, supportive leadership to team dynamics
- Believes in exuding cal under pressure and practicing grace with others