**Deborah Jones**

**102 West Street Rocky Hill CT 06067860.571-8446 mstiggett@yahoo.com**

#### SUMMARY OF QUALIFICATIONS

* Able to follow directions and learn quickly
* Respond to multi-telephone systems and faxes from external customers
* Proficient in Microsoft Office and Certified Fiserv 1&2
* Strong organizational abilities
* Exceptional verbal Customer Service Skills
* Strong problem resolution skills
* Performs other related duties as direct by upper management

#### EMPLOYMENT HISTORY

|  |  |
| --- | --- |
| Sovereign Bank Automotive Finance Group  **Customer Service Receptionist-Clerk** | Rocky Hill, CT  **1999-2009** |

* Independently handle Receptionist Area. Greeted and directed all customers and applicators to personnel department.
* Supervised security systems in front lobby. Supervised closely with Office Management to implement a secured system in order to ensure employee and client’s safety.
* Handle confidential and sensitive information. Pulled Credit Bureau reports and accessed personal information.
* Directed Collection Department client’s calls, routing to appropriate collector or collaborating with customer to identify accurate collector.

|  |  |
| --- | --- |
| Manpower Temporary Service  **Administrative Assistance** | Hartford ,CT  **1998-1999** |

* Temporary Administrative Duties
* Worked as a temporary employee with Sovereign Bank for nine months.
* Hired by Sovereign Bank as a full time regular employee from temporary position.
* Completed all administrative and reception tasks.

|  |  |
| --- | --- |
| United Technologies Corporation  **Sheet Metal Fabricator/Bench Mechanic** | E. Hartford, CT  **1973-1999** |

* Deburred parts
* Inspected parts to ensure functionality
* Coordinated pick and drop off of parts
* Packaged and prepare parts for travel

#### EDUCATION

|  |  |
| --- | --- |
| Data Intuition Business School  **Degree Corporate Service Divisions-Component Training** | E Hartford, CT  **1994-1995** |