**Kathryne Thomas**

452 Main Street, East Hartford, CT 06118, Phone (860) 568-5282, Email: [Report5000@yahoo.com](mailto:Report5000@yahoo.com)

**SUMMARY OF QUALIFICATIONS**

Direct contact with clients and companies to establish a goal to meet deadlines.

**SUMMARY:**

Client relationship

Cost Reduction Avoidance

Productivity and Efficiency Improvement

Independently Researched to improve error ratios

Delivering impressive contributions to productivity and profit

**Experience:**

**BANK OF AMERICA/MANPOWER - Contract Assignment**

Extraction Representative

**2010-2011**

* Analyzed 1040 tax returns to enable company to increase future profits.
* Improved customer satisfaction by having a 24 hour response time.
* Addressed recurring quality issues; resolution resulted in key customer satisfaction.
* Consistently met project deadlines used rapid yet positive and productive changes.

**CPTV**

Customer Service

Volunteer

**2009-2010**

* Secured new business with influential customers gaining support for products to drive up regional sales.
* Developed excellent communication skills to respond to inquiries.
* Provided information about services available to customers through CPTV.
* Delivering strong increases to volume and growth.
* Initiated proactive telephone calls to encourage clients to purchase tickets for UCONN games.

**BANK OF AMERICA**

**2003-2009**

**Sr. Operations**

* Increased Customer – Retention using check metrics producing one error a year.
* Prioritized in tracking errors in client accounts.
* Eliminate roadblocks to assist associates to use their skills to impact the quality of work.
* Focus on shifting from one account to another without impacting the clients account.
* Member of Check Processing Team that supported Customer retention rate of 95% among the highest.

**AWARDS**

**Bank of America - Celebration Awards (2006-2009)**

**Created marketing strategies to address fluctuating market conditions during critical economic period reduce errors.**

**Received bonuses every year**

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**Education:**

Albany Technical College (1996) Certified Manufacturing Specialist

1021 Lowe St.

Albany, Ga 31701

Fugazy School of Travel Travel International

dba World-Tech Travel Agency

Windsor, CT

State Certification (2011) Allied Community Resource

Acquired Brain Injury

ABI Medicaid Waiver Program