Jean G. Laporte

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(520) 250-9804

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PROFESSIONAL EXPERIENCE

12/2007 – 03/2012 Correctional Officer II

Arizona Department of Corrections, Tucson, AZ

Maintained custody, security and inmate accountability in a correctional facility including mental health and high custody level inmates. Enforced department policies and inmate regulations through interpersonal communication skills and the use of progressive sanctions. Supervised inmates’ activities and their work assignments. Performed duties such as escorts, lock-downs and facilities search. Escorted and guarded inmates to and from work details, and during transport of inmates to and from outside facilities.

02/2006 - 09/2007 Bilingual Customer Support Specialist

Fifth Third Bank - Card Management Corporation, Tucson, AZ

Handled incoming calls in English and French from account holders, responding to inquiries, resolving problems and correcting account errors. Educated the customer about bank products and services. Skilled to take inbound calls for different banks and financial institutions with a focus on mortgages and credit cards. Processed loan payoffs for customer looking to refinance and ensured the requestor is authorized, and that form is valid.

08/2005 - 02/2006 Customer Service Representative

AFNI, Tucson, AZ

Handled customer inquiries, complaints, billing questions and related service requests. Used resources available for problem resolution and handled all calls in a professional manner. Established sales on all applicable calls.

08/2001 - 01/2002 Data Entry Representative

First Notice Systems, Springfield, MA

Logged data into a structured system. Processed new insurance claims. Escalated extreme claims to floor supervisor.

EDUCATION

Commerce High School, Springfield, MA

High School Diploma