Jean G. Laporte

65 Belmont Ave Apt 4R

Springfield, MA 01108

(520) 250-9804

[Jeanjean\_00@yahoo.com](mailto:Jeanjean_00@yahoo.com)

PROFESSIONAL EXPERIENCE

12/2007 – 03/2012 Correctional Officer II

Arizona Department of Corrections, Tucson, AZ

Maintained custody, security and accountability of high custody level and mental health inmates in a high security prison unit. 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.

03/2003-07/2005 Edson Operator

Hasbro, East Longmeadow, MA

Ensured the quality of products before packaging for shipping. Loaded and scanned finished pallets for shipment. Performed light industrial work. Used a hand jack to move finished pallets and other materials in designated areas of the warehouse.

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