Luciana Ross

5 Concorde Way

Windsor Locks, CT 06096

860-292-1512

[chanaishot@hotmail.com](mailto:chanaishot@hotmail.com)

**PROFESSIONAL SUMMARY**

• Over 10 years customer service and call center experience working in a professional environment

• Handled up to 100 inbound and outbound calls on a daily basis

• Experience working at Northeast Utilities and worked on the C2 system conversion

• Made notes and updates in the customers accounts using the C2 system

• Software: Microsoft Word, Excel, Access, PowerPoint PeopleSoft, Deltek, Munis, Mobius, C2

• Available to interview and start immediately

**PROFESSIONAL EXPERIENCE**

**CRT- Hartford, CT 8/2009-1/2010**

**Administrative Assistant (Contract)**

• Direct administrative support to the Assistant Vice President of Programs/Director of Nutrition, Assistant Director of Nutrition-Food Production, and Assistant Director of Nutrition Operations.

• Generated and posted food production reports for next day meal count.

• Answered central phone line/voicemail for Nutrition Department.

• Correspondence for program as needed, including, contracts, follow up letters, and contracts with catering patrons.

• Billing, ordering office supplies and maintaining central filing system for the department.

**Northeast Utilities, Windsor, CT 8/2008-12/2008**

**Billing Representative (Contract)**

• Generated large power billing reports on customer's account on a daily basis for monthly billing in the C2 system

• Review all accounts for budget reviews

• Make notes and updates in the customers’ accounts using the C2 system

• Worked on the conversion to the C2 System.

**TaxServ Capital Services HD-CT LLC, Hartford, CT 4/2007-8/2008**

**Collections for Governmental Taxing Authorities**

• Collections of municipal receivables of all types.

• Receiving, responding and recording of assigned accounts and inquires.

• Analyzed receivable portfolios to establish collection processing priorities.

• Handled and processed all collection letters to delinquent accounts.

• Performed due diligence on motor vehicle and real-estate tax portfolios.

• Knowledge of Motor Vehicle Tax Guidelines via State of Connecticut.

**TRC Solutions, Windsor CT 1/2006-2/2006**

**Collections / Posting A/R Receivables (Contract)**

• Work closely with Project Managers to ensure proper execution of monthly invoicing and collections activity against A/R.

• Prepared and maintained Past Due A/R aging reports.

• Performed duties as required by management with periodic feedback.

• Entered cash and wire receipts against AR aging for Contract and Service Management site offices.

**AMS Services—Windsor, CT 9/2005-12/2006**

**Position: Credit / Collections**

• Collect and reconcile customer accounts through daily collection calls, faxing / emailing invoices and doing customer account research.

• Prepare and maintain Past Due A/R reports, involved in bi-monthly past due A/R meetings with the business group leads.

• Documents and maintains on-line collection history for assigned accounts, appropriately noting reason for delinquency.

• Provides high quality service to internal and external clients.

**Moore Medical-- New Britain, CT 4/2004-10/2004**

**Collections**

• Coordinate invoice collection and resolution collection issues.

• Handling a high volume of incoming and outgoing calls

Mortgage Lenders Network-- Middletown, CT 3/2003-2/2004

Loan Collection

• Maintained a delinquent loan collection program within established guidelines and procedures to minimize the delinquency status of the mortgage loan portfolio.

• Receive and analyze incoming calls from delinquent customers and establishes a payment plan to bring the loan to current status.

**Fiserv-- East Hartford CT 2002-2002**

**Encoder/Reconcilement Clerk (Contract)**

• Prepare and balanced daily deposits in a accurate and timely manner, check encoding, 10 Key Data entry

**American Eagle Federal Credit Union-- East Hartford, CT 2001-2002**

**Customer Service/VISA Rep (Contract)**

• Customer service follow-up

• Preparation of credit applications

• Handle customer’s inquiries via phone.

**R.M. Services, East Hartford, CT 1999-2000**

**Collections (Contract)**

• Third party calling in corresponding with other companies in meeting deadlines.

**EDUCATION**

Albert I Prince Technical Regional Vocational Technical School, Hartford CT

Fashion Technology

Connecticut Institute of Hair Design, East Hartford CT

Earned hairdresser license

Connecticut Training Center Inc. East Hartford CT

Professional Business Admin.