3 Taft Ave

Bloomfield, CT 06002

Charlene Davis  (860) 242-2180 cell 816 0491

Objective     To work for a oriented company offering challenging work along with

                    growth potential and educational development

                    5/06-5/2010  Harrington Moran, and Barksdale Inc

                     Mortgagee Compliance Specialist

                     Evaluate mortgagee request for extension of time to ensure the mortgage company

                     has a reasonable time to place the property in conveyance condition

                     Manage mortgagee neglect properties to send letters to lenders

                     Send reconveyance letters to lenders

                     Work with lenders to ensure the homes conveyed meet HUD specifications

                     Update and post the monthly Administrative Remedies Report to report to HUD

                     all actions

                     8/05-4/06  Uniprise Strategic Solutions

                     Materials Management Coordinator

                     Responsible for receiving open enrollment meeting requests from Client

                     Service Managers and ordering meeting materials as requested

                     Received product and supply orders via telephone and email orders

                     Entered orders into online ordering systems and database for tracking

                     11/01-6/06   Cigna Insurance- Kelly Services

                     Customer Service Representative

                     Answered inquiries from employers, sales and associated Cigna departments

                     regarding account set up, processing enrollments, renewal support while offering

                     accurate documentation performed in a structured call center environment on

                     both an individual and team platform.  Strive to retain firm assets by providing

                     superior and error free customer service for open enrollment

                     6/97-6/01      Shared Technologies Cellular

                      Customer Service Supervisor

                      Monitoring attendance and vacation for 13 Customer Service Reps

                      Performed reviews

                      Monthly Coach and feedback with reps

                      Weekly update meeting with management

                      8/96-8/97    Shared Technologies Cellular

                       Customer Service Representative

                       Backup to Supervisor

                       Answered inbound calls

                       Provide a variety of customer service transactions

Education  1978 Greater Hartford Community College

                 1976-78 Bloomfield High School