**Audrey Sutton**

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**Experience:**

11/2009 – Present: Educational Playcare, Avon, CT 06001

Teacher, infants and young toddlers.

* Provide a warm, loving care in a language rich environment, with one on one interaction and nurturing.
* Design and implement weekly lesson plans, based on Creative Curriculum, which includes reading, signing and sensory based activities.
* Design a physically rich environment which allows for free and assisted exploration and development, which is also comforting and will meet the children’s day to day needs.

9/2005 – 10/2009: Fiserv, Rocky Hill, CT 06067

Client Service Associate, Valuations (10/2007 – 10/2009)

* Gather, organize, record and present client issues with a concentration on appraisal and title orders.
* Provide excellent customer service via telephone and email requests in a friendly, knowledgeable and timely manner, both internally and with external clients.
* Produce various reports, perform data entry functions and work closely with other departments in order to complete client requests.
* Work independently on issues or projects presented by either customers or internal management.
* In May 2008, I was promoted to Client Specialist, where I was assigned a select group of high profile, extremely sensitive clients. The position required I proactively provide high client satisfaction, to effectively determine the client’s needs and provide constant communication. I was also responsible for scheduling and managing conference calls and meetings between the clients and our internal operations to provide a seamless service message to the clients.

Post Closing Review Associate (9/2005 – 2/2006)

* Review closing documents to ensure accuracy and proper completion, no alterations, and ensuring all necessary documentation is included and vesting mortgage matches.
* Utilize internal programming to update orders and return closing documents.
* Resolve execution errors, track and obtain missing documents, and resolve document format/content errors.

6/2005 – 9/2005 General Temporary Assignments

Temporary employee

* Worked with various temporary employment agencies to aid companies in filling their temporary needs for general office help.
* Covered general duties such as reception, data entry, filing, research, customer service and other requested office work.
* Recognized as Employee of the Month from Hobart West Solutions in August 2005.

5/2000 – 12/2004: Garlinghouse Company, Glastonbury, CT 06033

Fulfillment Department Supervisor

* Worked with large scale printers and scanners in order to duplicate and create electronic files of blueprints of homes, airplane models and other structures.
* Created packaging and shipping procedures to fulfill customer orders.
* Found, created and maintained new accounts.
* Created monthly invoices for billing, and created and maintained yearly budgets for the department, maintained inventory supplies.
* Created and managed daily shipping and freight shipments.
* Hired, trained and managed 1 – 2 employees.
* Customer service between internal departments and external clients.

**Skills and abilities:**

* Child care experience with children aging from infancy to school age
* Experience with children and adults whom are mentally or physically disabled
* Management experience
* Organizational and multitasking skills
* Computer proficiency (Microsoft office, word, excel and outlook, internal company software, UPS, FedEx and USPS shipping software.)
* Customer service
* Inventory control, invoicing, billing and budgeting experience.
* Large scale printer and scanner operations
* Account set up and management
* Experience hiring and training employees
* Procedure set up, installation and management experience
* 12 line phone system training
* Warehouse skills
* Picking and packing experience
* Pallet jack and forklift experience
* Fundraising
* Volunteer work and management

**Education:**

* Glastonbury High School, Glastonbury, CT, graduated 1999, diploma received
* Manchester Community College, Manchester, CT, credits towards a General Associates Degree

**References available upon request.**