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**DANIEL P. DUFFY**

8650 Southwestern Blvd. Apt. 2611, Dallas, TX 75206      (214) 478-3812      dpd1208@gmail.com

### EDUCATION

B.A Economics      University of Texas at Austin      2012

Honors:      3.23 Overall GPA; Minor in Latin; Certificate in European Studies; Texas Exes, Clara Sewart Watson Memorial, Lake Highlands Exchange Club, and J.J. Pearce Memorial scholarships recipient

Diploma      Lake Highlands High School      2008

Honors:      Top 4% graduate; varsity tennis team; National Honor Society; National Latin Honor Society president; Mu Alpha Theta; Peer Helper program; Junior Classical League

Languages:      Proficient in Latin and Italian  
International:      850 mile backpacking trek through France, Switzerland, and Italy

### CAREER SKILLS

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|---|------------------------------------|
| o FDCPA certification                     | o Multilingual (Latin, Italian)    |
| o STATA econometrics software proficiency | o Written and verbal communication |
| o Customer service                        | o Dispute resolution               |
| o Cash management                         | o Problem identification/solving   |
| o Employee management                     | o Process improvement              |
| o Project management                      | o Training and development         |
| o Real estate/property management         | o Planning/ organization           |
| o MS Office                               | o Quality assurance                |

### ACHIEVEMENTS

- o Effectively managed the Customer Service Department's Central Region as Team Lead at Provident Funding Associates. In the seventeen month's holding this position, the Central Region placed first in the monthly regional rankings, based on overall call quality and efficiency, fourteen times.
- o Improved and maintained Provident Funding's policies and procedures and training manuals for the Customer Service Department by overhauling the existing manuals and working closely with the Compliance Department to ensure their accuracy and clarity.
- o Exhibited endurance and tenacity by completing strenuous high adventure treks including: The Via Francigena - 60 day, 850 mile solo pilgrimage on foot from Besançon, France to St. Peter's Square in Rome; Philmont - 75 mile backpacking trek in Cimarron, New Mexico; Northern Tier - 120 mile canoe trip in Minnesota boundary waters; and Sea Base - 20 dive scuba exploration of Florida Keys reef system.
- o Played integral administration role as listing coordinator at Castle Hill Investments, a firm among the highest top producing brokerages in Austin, by overseeing contracts with homeowners, managing redevelopment of properties owned by the firm, and maintaining the marketing profile of each property both on the company website and in brochures.
- o Led recruitment of qualified candidates and managed remodel of office to accommodate growing company during the expansion of Castle Hill Investments into the property management sector. After the expansion, continued to work closely with newly formed property management company, Austin Rentals, LLC, on remodels, walkthroughs, and tenant notification.
- o Elected Senior Patrol Leader of Troop 719, meeting the Oak leaf and Golden Acorn leadership training qualifications. Ran weekly meetings with strong emphasis on volunteer work and community development. Led by example, achieving honors including: the Ad Altare Dei religious medal, Triple Crown High Adventure award, Order of the Arrow Brotherhood member, and the highest rank of Eagle Scout

## CAREER EXPERIENCE

### **PROVIDENT FUNDING ASSOCIATES, L.P., 4131 N Central Expwy #445, Dallas, TX 75204 4/13-Present**

#### **Customer Service Team Lead (40 hrs/wk) 2/14-Present**

Responsible for management of the Customer Service Department's Central Region. Promoted regional improvement through incentive-based efficiency and quality competitions, monthly performance evaluations, and one-on-one training when necessary. Responsible for responding to external and internal departmental audits, maintaining departmental training and policy manuals, performing employee call audits, second level escalations, and approving timecards and paid time off.

#### **Customer Service Team Captain (40 hrs/wk) 9/13-2/14**

Responsible for the supervision of employees within the Customer Service Department by monitoring and promoting efficiency and quality through call audits and ongoing training sessions. Took initiative to improve policies and procedures and training manuals to be more user-friendly, accurate, and in compliance with new regulations. Responsible for level one escalated customer inquiries, resolving nearly 90% of these concerns before being escalated to the second level.

#### **Servicing Analyst (40 hrs/wk) 4/13-9/13**

Responsible for all customer-facing communication, such as answering inbound customer service phone calls, making outbound collection attempts, and responding to borrower inquiries via the online case system, as well as processing all incoming homeowner's insurance declarations, automatic payment authorization forms, and other borrower correspondence. Consistently fulfilled departmental objectives and executed high quality and effective communication with customers and coworkers.

### **ABUELO'S MEXICAN FOOD, 2901 S. Capitol of Texas Hwy, Austin, TX 78746 3/11-9/12**

#### **Bar staff lead (35 hrs/wk) 7/11-9/12**

Responsible for maintenance, inventory, cash drawer, providing service to patrons, training new employees, to-go and catering orders, running food, preparing refreshments for patrons of legal drinking age, opening and closing restaurant and bar, and working together with managers and servers to ensure guest satisfaction. Employee of the month award recipient.

#### **Wait staff lead (35 hrs/wk) 3/11-7-11**

TABC certified and licensed food handler. Mastered the POS system quickly and provided above average customer service, leading to prompt promotion to bar staff.

### **CASTLE HILL INVESTMENTS, 1400 S Congress Ave St B200, Austin, TX 78704 9/09-3/11**

#### **Listing Coordinator (35 hrs/wk) 9/10-3/11**

Responsible for executing contracts and agreements, performing value assessment walk-through's for potential sellers, coordinating showings with investors and home buyers, managing remodels and move-out rehab, maintaining the company website and brochure, as well as the presentation of listings on the MLS.

#### **Office Manager (20 hr/wk) 9/09-9/10**

Responsible for contacting contractors and vendors, interior and exterior presentation of properties, making key copies, placing signs at properties, and posting notices to tenants.

### **PICASSO'S BAR AND GRILL, 7215 Skillman St 300, Dallas, TX 75238 2/08-8/08**

#### **Wait staff (20 hr/wk) 2/08-8/08**

Responsible for managing money, customer service, bussing tables, breaking down wait stations at end of shifts, running food, working with other staff members, and ensuring quality presentation of food.

### **SPRING PARK RACKET CLUB, 3330 Spring Park Way, Garland, TX 75044 5/06-1/08**

#### **Pro Shop Supervisor (20 hrs/wk) 5/06-1/08**

Responsible for maintaining court appearance and functionality, checking in members, leading drills, organizing mixers and other events, recruiting new members, stringing rackets, opening and closing duties, and handling cash drawer.

#### **Summer Camp Counselor (30 hrs/wk) summer 06, 07**

Taught basic tennis techniques to children age 6-12. Daily activities including tennis drill, other sports, swimming, nature hikes, and more. Supervised the children at the camp and the other counselors who helped run it. Large majority of children returned the following summer.