

Charlotte Dorch-Turner

Public Service Officer - City of Duncanville PD

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Authorized to work in the US for any employer

WORK EXPERIENCE

Public Service Officer

City of Duncanville PD - Duncanville, TX - 2015-09 - Present

Supervisor: Brett Beene 972-624-3103

Duties: Provide care, custody and control of inmates housed in Duncanville jail. Responsible for booking the inmates and entering them in our JMS and Live Scan systems. Responsible for taking facial photos and tattoos of inmates for identification. Obtain personal and medical information from the inmates. Conduct inventory of inmates' property and have inmate sign medical and property forms. Dress inmate out of his/her personal clothing and onto a jail issued jumper via protocol. Responsible for fingerprinting inmates for identity verification. Prior to placing inmate into their assigned cells, pat search inmate down again to ensure officers' and staff safety. Responsible for completing all additional paperwork and corresponding with our dispatch to ensure all warrant confirmations and charges are entered properly. Responsible for conducting attorney bonds, personal bonds, cash bonds, and faxed county bonds correctly. Provide meals to the inmates while on duty. Maintain a courteous and professional dialogue with the public (service over self), incoming telephone calls as well as supervisors and staff members

HOA Researcher

Workway Temporary Agency/Matt Martin Real Estate Mgmt Co - Coppell, TX - 2015-03 - 2015-09

Supervisor/Recruiter: Tonya Durham-469-248-1399

Duties: Daily telephone and email contact for necessary information needed to complete files. . Retrieve assigned foreclosure files from Sperlonga and contacted HOAs, Management Companies and Attorney Offices to obtain ledgers, statement of accounts, Estoppels, W9's (signed and completed) to pay outstanding homeowner association fees and dues affiliated with the foreclosed property obtained by Nationstar Mortgage Holdings, Inc. Requested documents via email, telephone, FedEx and Priority mail (if unable to contact HOA committee members via email or phone). Also requested additional supporting backup documentation for any charged violations or special assessments fees incurred by previous homeowners according the the HOA minutes or Bylaws. Process payments in Sperlonga and upload all backup documentation including ledgers in system so that the other departments can view documents and QC file to finalize payment for processing. Act as a liaison between clients and property management, HOA companies, and Attorney Offices. Ability to communicate effectively, both verbally and written and work in a high volume, fast-paced, and time sensitive environment. Maintain a professional, courteous, and customer service oriented.

Master Clerk I

Kelly Temporary Agency/Blue Cross Blue Shield - Plano, TX - 2014-06 - 2015-03

Supervisor: Adam Martini - 972-207-4840; Hours per week: 40

Duties: Extensive data entry and research. Pull new files for set up daily on Vistar to add new providers that are solo, add to an existing group, or group applications. Conduct extensive research in Premier Provider Website, Old Premier, Profile, and Accredited Internet Certification Websites and Licensure information for all providers seeking to enroll in BCBSTX prior to adding any information to our systems. Contact providers if any information is inaccurate or missing for application completion. Contact supervisor for any assistance needed if any problems should arise during set up process. If provider is not willing to provide any information via telephone, inform provider that a letter will be sent to them denying application along with instructions to resubmit required information for accurate submission. Also, research provider information on Profile and make necessary changes if account is in active status or terminate account if provider for some reason is no longer with BCBSTX. Research and process CMs from Vistar daily updating requests from providers credentialing applications, telephone forms, etc. If CM's have missing information or incorrect Tax ID Number's, return and request verification. Also correspond via email to appropriate departments to complete CMs.

Detention Service Officer (DSO)

Dallas County Sheriff's Department - Dallas, TX - 2007-09 - 2014-02

Supervisor: Capt A. King 469-766-7815/214-761-1302; Hours per week: 40

Duties: Participate in the day-to-day operations of the jail, maintaining security of the facility, escorting offenders within and/or outside the secure confines of the jail. In addition, I supervise offender work crews, effectively manage volatile and violent offenders, operate a master control center and fulfill a number of clerical duties. Extensive data entry. Responsible for sorting and monitoring incoming and outgoing mail for those inmates whose names appear on a list provided by Dallas County Sheriff's Department and C.I.D. (Criminal Investigation Division) who allegedly pose some type of threat or valuable information in a case and forward the mail to C.I.D. in an Inter-Office envelope. Communicate effectively with a varied population of offenders, including individuals from diverse ethnic, racial, cultural and economic backgrounds. This includes persons for whom English is not a primary language, persons with developmental and learning disorders, and individuals with a wide variety of psychiatric and physical disorders. Provide direct supervision of offenders within the housing areas of the jail. Supervise during meal service, security checks, and random or scheduled housing and cell searches. Responsible for the general offender behavior in areas assigned as their duty station, and directly supervise and escort offenders within the secure perimeter of the jail as assigned. Efficiently and accurately complete corrections paperwork including, but not limited to logs, use of force, requests, memos and rosters. Tactfully and courteously establish and maintain effective working relationships with Supervisors, co-workers, outside law enforcement agencies, other county departments or agencies, and members of the public. Appropriately respond to emergencies in the jail, which may include offender assaults, fires, riots, offender disturbances, natural disasters, and hostage conditions. Immediately and appropriately respond to control these circumstances, which may involve the use of appropriate levels of force, through physical management of combative, volatile, hostile and assaultive offenders. Accurately operate a variety of equipment including computers, printers, physical restraint devices, OC Spray, radios, fire extinguishers, telephones, and equipment found in the central control booth. Smoothly and rapidly shift between dissimilar tasks. Communicate well both verbally and in writing. React quickly and calmly to emergency situations, and make effective decisions while in stressful situations and circumstances. Manage disruptive, explosive, violent and potentially assaultive offenders, through the use of both verbal and physical control practices. Special assignment as a Nurse Officer in which I worked closely with the physicians and medical staff by escorting inmates on the doctors' and nurses' lists provided by the nursing staff to physician offices, medical clinics, x-ray and dental clinics. Ensuring the HIPPA laws are being followed to protect the inmates and their medical history. Ensure the safety of the medical staff and inmates. Work a variety of shifts and perform other duties as assigned or required. Assigned to visitation duties screening the public to ensure that the policies and procedures are followed by the visitors. Screen every visitor for contraband to ensure the safety of the public, inmates and officers. Follow all safety rules and regulations. Wear all protective clothing and equipment necessary for job performing. Obtained a Mental Health Officer Certificate and CPR/AED/First Aid license due to my daily

assignment working with the medical staff and sick inmates. Work independently, and as a team member, under normal supervision.

State Coordinator II in Property Preservation; Supervisor

Countrywide Home Loans - Plano, TX - 2006-12 - 2007-09

Human Resources- 972-608-6000; Hours per week: 40

Duties: Extensive data entry, heavy telephone volume, Coordinated State Portfolios for Texas, West Virginia, North Dakota, South Dakota, Mississippi and Minnesota. Ensured compliance with investor and insurer guidelines. Interacted with clients and contractors via telephone, fax, and email to place orders and obtain order results. Monitored completion of maintenance work orders to maintain client properties, while meeting specified timeframes. Reviewed all documents submitted by contractors for property preservation on homes being repaired for sale by banks and to protect client's investments as well as Client's continued relationship with outside client. Processed invoices to the client and payments to vendors. Responsible for creating and updating spreadsheets daily on Microsoft Excel to log all contacts pending, complete and incomplete. In case of delays in receiving results from vendors, followed up with vendors via email. Worked independently, and as a team member, under normal supervision.

Researcher; ~~~~~ ; Supervisor

ADECCO Employment Agency - Irving, TX - 2006-06 - 2006-11

Supervisor: Human Resources - 214-444-4832; Hours per week: 40

Duties: Extensive data entry and daily research. Updated and created spreadsheets in Microsoft Excel. Pulled paper assignments and loans from archived files and transferred the mortgage information on each and processed files in WITZ applications used by mortgage company. Resolved and corrected exceptions on VEX and EXP as reported or received from assignment and audit outsource vendors. Performed extensive data processing utilizing a variety of software. Worked independently, and as a team member, under normal supervision.

General Clerk III/Property Tax Refund Processor

First American Real Estate Tax Service - 2004-11 - 2006-06

Hours per week: 40

Duties: Extensive data entry. Heavy outgoing/incoming telephone volume. Performed extensive daily research to identify property taxes paid to proper homeowners accounts by contacting Tax Collectors and Tax Assessors' Offices. Contacted various agencies by telephone, fax or email to identify correct parcel information regarding current, delinquent, duplicate and overpaid property taxes. Perform a variety of clerical functions within residential tax processing to ensure timely procurement and accurate payment of taxes escrow reporting, payment processing, reviewing incoming tax bills, identifying and disbursing bills for system input, reviewing reports from mortgage companies to check for missing payments, matching bills to checks, extracting system data and forwarding to clients, determining mailing process and preparing information/check requests for lead/supervisor to allocate funding. Requested overpayment checks. Responsible for creating and mailing homeowner letters for closed/paid off accounts. Assessed multiple applications to assist in identifying homeowner's information including I-Vault Legal, Talon, Eagle 1, CMMC, Paper Vision, Oracle, AS400, PLS and Agency websites via the internet. Worked independently, and as a team member, under normal supervision.

Detention Service Officer (DSO)

Dallas County Sheriff's Department - Dallas, TX - 2003-07 - 2004-01

Supervisor: Sgt. King - 214-653-7930; Hours per week: 40

Duties: Gathered arrest and booking documentation, fingerprints, and mug shots. Processed incoming inmates and arrestee. Obtained medical history data during intakes, as required by law. Alerted Intakes Officers of medical emergencies, injuries, claims by new arrestee, suicidal tendencies, or other pertinent information. Received inmate and arrestee property receipts, and stored property in secure storage. Properly booked arrestee into the jail center as indicted by arrest citation and complaint, court order, warrant of arrest or other suitable documentation. Maintained custody and control of inmate's cash accounts. Completed Inmates Status Screen, Phone Records, Bond Information and other booking information, obtained signatures, as required. Prepared inmate files, inserted booking records, and other documentation. Released inmates and arrestees from jail upon receipt of authorizing documentation. Returned inmates property upon release or transferred to other agency or institution, obtained signatures, as required. Gathered release documentation; prepared for transfer of inmates files to Records Division. Provided and maintained order in intake area. Assisted sworn staff in conducting searches of "same sex" arrestee. Directed arrestee to holding cells or group waiting area. Advised arrestee of expectations, behaviors, and standards during processing. Observed and oversaw arrestee and inmates in intake area. Read and interpreted documents such as safety rules, operating and maintenance instructions, and procedure manuals. Wrote routine reports and correspondence. Communicated orally and in writing on a daily basis in performance of duties. Followed all safety rules and regulations. Wore all protective clothing and equipment necessary for jobs performing. Worked independently, and as a team member, under normal supervision.

Hospital Guard - Part-Time

Dallas County Sheriff's Department - Dallas, TX - 1998-04 - 2003-07

Supervisor: Human Resources - 214-653-7930; Hours per week: 25-40

Duties: Served as Jail Hospital Guard for inmates housed in Dallas County jails that were admitted for medical treatment. Responsible for ensuring that all visitors had passes provided by Dallas County and were not in possession of any contraband to pass to inmates. Kept track of inmate phone log per Dallas County procedures and policies. Assist medical staff in transporting inmates for medical tests and procedures. Worked independently, and as a team member, under normal supervision.

Customer Service Representative

JP Morgan Chase Bank - Arlington, TX - 2001-10 - 2002-12

Supervisor: Human Resources - 212-622-8650; Hours per week: 40

Duties: Extensive data entry. Answer inbound calls from the Tri-State areas (New York, New Jersey and Connecticut) regarding their banking needs. Provide customers with product and service information for their accounts and potential accounts. Transfer customer calls to requested departments. Identify, research, and resolve customer issuers using the computer system. Process claims for customers and notify them of claim investigation results and any planned adjustments. Cancel accounts if requested by customers per company policies and procedures. Research billing issues and misapplied payments on customer accounts. Recognize, document and alert the supervisor of trends in customer calls. Recommend process improvements. Refer unresolved customer grievances to designated departments for further investigation. Perform other duties as assigned. Worked independently, and as a team member, under normal supervision.

Asst. Supervisor of Data Administration

Certified Merchant Services - Plano, TX - 1999-10 - 2001-09

Supervisor: Human Resources- 972-588-1999

Duties: Responsible for a team of 6 employees to train and maintain building terminals to process credit cards for new merchants and monitoring tardiness and absences. Extensive data entry. Troubleshoot terminal programs if problems should arise. Daily outbound calls to merchants who were unable to successfully download their credit card terminals and walk them through the process so they could download and get

retrieve their funds. Appointed by the Chief Financial Officer to assist him with researching daily excel report spreadsheets to ensure that merchants receive funds owed or locate where funds were allotted to, and release the funds in a timely manner to the merchant. Responsible for training employees on company software applications; EDS, MAPP, NDC, Gensar, and Zontalk. Worked independently, and as a team member under normal supervision.

Float Pool Secretary- PRN

Presbyterian Hospital of Dallas - Dallas, TX - 1996-02 - 1997-10

Supervisor: Human Resources- 214-345-7160

Duties: Report to department to see what department assigned to for the shift. Responsible for transcribing physician orders and entering orders into hospital database. Print out labs work for nursing personnel and send lab work via tubing or walk it to appropriate departments if system is down. Pick up IV medical pumps, compression pumps, from Central Sterilization for patients' bedside. Assist nursing staff with patients if needed. Ensure that all physician orders have been transcribed accurately and if any questions ask nurse or physician for clarification. Keep nursing station clean and orderly. Assist family members if nursing staff is busy. Maintain a positive work environment for patients and all medical staff at all times.

Medical Receptionist- Full Time

Glaucoma Associates of Texas - Dallas, TX - 1995-01 - 1995-11

Texas; Supervisor HR Sheila Barton (location closed)

Duties: Responsible for answering incoming calls and coordinating appointment and eye surgeries with other eye physicians in the building. Pull and file medical records. Call pharmacies regarding patient eye drop medications for refills and medication changes. Responsible for obtaining patient insurance and id information for patient files and office systems. Extensive data entry. Fast paced environment and heavy call volumes. Maintained a professional work environment.

Health Unit Coordinator in CVTICU

Parkland Memorial Hospital of Dallas - 1987-07 - 1994-12

Supervisor: Human Resources- 214-590-8000

Duties: Transcribe physician orders for all patients returning from open heart and lung surgeries. Be prepared to work quickly and efficiently in a CODE BLUE or stat situation and work well under pressure. Retrieve ELVAC, compression hose pumps, IV pumps, blood, and platelets, from central sterilization, and blood bank departments as ordered by physicians for patients. Coordinates unit activities and support patient services by preparing and processing patient documents, providing supplies, status information and other communications for doctors, nurses, patients, and patient families to facilitate the effective operation of the unit. Answer incoming calls to unit, page physicians for nursing and medical staff, coordinate with Bed Control for outgoing and incoming transfers. Assist nursing staff with patient care when needed. Maintained a professional and positive work environment for patients and all medical staff at all times.

EDUCATION

Court Reporting Institute of Dallas - Dallas, TX
2001-07 - 2001-10

Nursing Basics

El Centro Community College - Dallas, TX

1999-05 - 1999-09

High School Diploma

North Dallas High School - Dallas, TX

1983-01 - 1984-05

SKILLS

Detention Service Officer, Health Unit Coordinator, General Office Skills, Medical Transcription, HOA
Researcher, Property Preservation, General Clerk, AS400, Research