|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sheba smith**sheba.sharda@gmail.com903-748-8402https://www.linkedin.com/in/shebasmith/  |  | | --- | |  | | **SUMMARY** Enthusiastic, responsible, driven, and diligently focused professional, pursing a company to execute my talents in time management, conflict resolution, organization skills, and exceptional customer service. | | **Skills**  * Microsoft Office * Technology Savvy * Leadership * Written/Verbal Communication | | |  | | --- | | **Experience**American Honda Financial Services/ Bankruptcy customer accounts representative*July 2018 – Present*  * Maintain delinquency goal of 7.65% of Chapter 7 bankruptcy accounts remaining under 30 days past due for over 600 accounts. * Manage an average of 40 inbound and outbound calls per day. * Work closely with bankruptcy attorneys in all 50 states to draft/revise legal documents   **ACCOUNT ANALYST I**  *April 2016- July 2018*   * Researched and processed a daily average of 100 lockbox unapplied/rejects and wholesale funded business. * Contributed to 100% SOX/HNA compliance score. * Trained new hires and provided new procedure/process training to 6 of 7 team associates. * Reconciled cash and ACH items and completed appropriate reports. Processed a daily average of 70 account queries, requests, discrepancies, and correspondence.   **REM-X STAFFING AGENCY/ ACCOUNT ANALYST (AGENCY FOR AMERICAN HONDA FINANCIAL SERVICES)** *March 2015 – April 2016*  * Adjusted consumer payments and payoffs. * Updated an average of 150 customer demographics daily. * Balanced reconciliations and ensured operational compliance in regional cases.  **Education**M.A. Human Services counseling/december 2016Liberty University**B.A. APPLIED ARTS AND SCIENCES/AUGUST 2014**Texas A&M- Texarkana**ACTIVITIES AND HONORS** **United States Air Force, Veteran** | |  | |  | |