**KENYA CAMPBELL**

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**Objective**

I am highly motivated individual that is extremely flexible and eager to learn. I am seeking a position within a company that is innovative and growing and allows its employees to grow along with it. I’m currently skilled at loan underwriting, loan management/processing and research/verifications. I am a firm believer in providing genuine and outstanding customer. Please allow my skills and work experience to be an asset to your company.

**Work Experience**

2015-Current **Cowboys Bail Bond** Dallas, TX

Bail Bond Underwriter

* Responsibilities include risk analysis – review and research the accused’s financial stability/and or assets, housing status and job history presented to insure there no financial loss to the company by issuing the bond.
* Process bonds to various court systems electronically or in person
* PBX Operator heavy call volume activity for research and making contact with co-signer of bonds
* Strong problem resolution for bond issues and ability to escalate effectively towards resolution of the issues
* Other projects as assigned by senior management

2011 - 2014 **Loan Star Title** Dallas, TX

Customer Collections/Loan Specialist

* Responsibilities include providing customer service to all customers by maintaining the customer accounts with accurate information and payment data.
* Processing title loans, collection of payments on title loans and scheduling of arbitration for defaulted title loans and payment resolutions.
* Performing outbound collection calls to clients as well as handling inbound calls in regards to client accounts.
* Opening and closing the store.

2008 - 2010 **First Cash Advance** Dallas, TX

Cashier/Loan Specialist

* Responsibilities include providing customer service to all customers and processing payday loan applications, payments on payday loans and cashing checks from different payees for customers.
* Maintaining cashier drawer and vault for accuracy and preparing deposits and cash pick up for bank drops.
* Opening and closing the store and sometimes preparing work schedule.
* Make collections calls to late customers in regards to the payday loans coming due to verify payment status and payment resolutions.

**Education**

Mountain View College (Dental Assistant Certification)

Dallas, TX

David W. Carter (Diploma)

Dallas, TX

**Skills**

Licensed Notary

10-Key & Typing

PC Literate

Internet & Email

Good Communication and customer service skills

Excellent written and verbal skills

Excellent problem solving skills

**References Available Upon Request**