

Lisa Miller

Owner / Operator - Divali Fashion House

Wilmington, DE - Email me on Indeed: [indeed.com/r/Lisa-Miller/9a87cd91bc72d381](https://www.indeed.com/r/Lisa-Miller/9a87cd91bc72d381)

WORK EXPERIENCE

Owner / Operator

Divali Fashion House - January 2007 to Present

I own and operate a new emerging clothing line that mixes High fashion couture and urban ready-wear. Research new trends, colors, designs, and fabrics for the coming seasons as well as distributors, and merchandisers in preparation for the growth of the company, and being placed in stores in the tri-state area. Hand sketch and digital drafting of complete collections. Create clothing samples of the digital drafts and sketches. Taking the process from pre-production to retail ready items. Take custom t-shirt orders for businesses and events or functions of any occasion. I also manage company records and finances as well as social media marketing. Personally attending vendor events, fashion shows, trunk shows, and casting calls for promotion and selling of items.

Account Manager

SIMM Associates, Inc - Newark, DE - March 2015 to December 2015

Responsibilities

Inbound/outbound call center for 3rd party collections. I was responsible for several different clients ranging from probate and student school fees to traffic tickets and fines in other states. I was required to locate the debtor or attorney/executor of estates by skip tracing and checking for new information. Working with well known program and programs specifically designed for the company to update and maintain account information. I utilized negotiating skills, empathy, and education in effort to obtain payments, settlements, and/or payment arrangements

Customer Service Representative

Bank Of America - Newark, DE - March 2014 to September 2014

Responsibilities

Inbound call center. Receive calls from clients with assets in the bank worth over 250,000.00. Answer question about account information and false charges. File fraud reports for clients in effort to keep them from paying for fraudulent charges. Assists consumer with upgrading, adding, changing, or closing credit card accounts. Reissue new cards for those who may have misplaced or had a card stolen. Verify charges and hold placed on accounts due to suspicious charges. Set travel flags and notifications on accounts in effort to keep down declines while cardholders travel outside of normal spending areas

billing rep

Comcast - October 2011 to January 2013

Billing CAE

Receive inbound calls in reference to billing problems and cable trouble shooting. Review bill and make adjustment and payment arrangements for customers behind on their bills. Go over discrepancies and incorrect charges and make necessary changes. Up-sell customer into more products such as internet and phone. Solve customer complaints due to late technicians and poor customer service and other numerous issues. Make outbound calls to follow up on account issues to make sure they were resolved. Set up service calls and send out techs to make changes for customer accounts. Contact dispatch to get eta for techs that are late or have possibly missed an appointment.

* Always met and exceeded daily goals and expectations for sales and requirements and high scores for customer satisfaction

telesales

Burns & McBride - January 2011 to October 2011

01/25/2011

02/16/2011 Temporary Telesales

I made outbound calls to previous clients, in effort to have them return to our company for oil service. Using scripts and special offers to explain the benefits of returning to Marts Oil versus the benefits of the competitors. utilizing Microsoft excel spread sheets to note the account, and Unix to review the previous notes. We also worked multiple campaigns to achieve the maximum number of returning customers possible.

* Within 3 weeks I resigned 3 customers, an average of one a week.

collections

Barclay Card / Entech consulting - January 2010 to January 2011

01/20/2010

02/28/2010 Temporary Collections

This was an inbound outbound 1st party call center. I was responsible for attempting to collect 200 accounts in a queue ran through a dialer for automatic call, as well as 200 account I worked manually all stage 1 past due accounts. This included skip tracing, cold calling new numbers, and updating old information. I was responsible for an individual and team goal with the possibility of a bonus for meeting and/or exceeding those goals.

* My first week on the floor I won a contest for the most money brought in, after collecting a \$20,000.00 past due balance in full.

EDUCATION

G.E.D

Delaware Tech - Wilmington, DE

2006 to 2006

SKILLS

Negotiating, multi-tasking, leadership, phone etiquette, excellent customer service, organization, number crunching, Strong computer skills, fast learner, team player, positive self-starting, and self motivating.