

Mary Taylor

Housekeeping Attendant

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Mary-Taylor/43fe59b4427630de](https://www.indeed.com/r/Mary-Taylor/43fe59b4427630de)

Authorized to work in the US for any employer

WORK EXPERIENCE

Housekeeping Attendant

Premier CSI - Jenkintown, PA - April 2015 to September 2015

- Cleaned primarily banks and small offices, working with a team to complete each job to the highest standards
- Familiar with equipment such as vacuums, carpet cleaners, small cleaning tools and supplies
- Cleaned and polished bathrooms, furniture, fixtures, windows throughout the entire facility
- Gathered and emptied trash and recycling
- Worked closely with other housekeeping staff

Customer Service Representative

Independence Blue Cross - Philadelphia, PA - March 2014 to March 2015

- Worked in the Billing department handling a high volume of in & outbound calls for a call center serving entire US
- Assisted members and brokerage firms with insurance payments, billing inquiries and updating contact information
- Proficient in operating various billing systems such as SLIQ, BLIQ, MHS, Mainframe & FDR

Mail Sorter (Seasonal)

United States Postal Service - Philadelphia, PA - 2012 to December 2012

- Preparing incoming and outgoing mail for distribution
- Sorted and routed mail by State, type of mail, or other schemes

Mortgage Collections Representative

Wells Fargo Bank - Philadelphia, PA - March 2001 to December 2011

- Handled daily collection responsibilities for delinquent accounts 30-90 days past due
- Promoted to special collections team due to hard work and expertise; trained new hires
- Educated customers on their loan obligations, processed loan modifications, assisted with additional needs
- Exceeded productivity goals, rewarded through bonus incentives
- Negotiating payment arrangements to avoid foreclosure and additional delinquency
- Knowledge of collection laws (FDCPA) Fair Debt Collection Practices Act
- Proficient with Mainframe, FDR, CACS, Emerald, Quick Bill, ACH and other related software systems

Loan Counselor

Upland Mortgage - Philadelphia, PA - March 1998 to October 2000

- Resolved 15 to 59 day delinquent accounts for a high volume call center
- Identified the customer's intent and reason for delinquency
- Negotiated payment arrangements, updated contact information
- Performed skip-tracing and evaluation of Credit Bureau reports

EDUCATION

Diploma

Olney High School - Philadelphia, PA