

LAURA ELLEN SCHOOLEY

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OBJECTIVE | Document Control Specialist/Coordinator

SKILLS & ABILITIES | Accurately remember, record, and verbally communicate detailed information.
Ability to prioritize tasks, meet deadlines, and manage time efficiently.
Ability to understand complex procedures and instructions that lead to successful diagnosis and conclusions of customer service issues.
Consistently maintain a positive attitude and enjoy helping people.

EXPERIENCE | **RECEPTIONIST BROWN COMMUNITY MANAGEMENT**

MARCH 2016 -JANUARY 2017

Answering incoming calls on a multi-line telephone and directing them to the proper department while also assisting visitors in person by accepting payments, writing receipts, answering general inquiries, and calling the proper department for further assistance if needed. Duties also include opening and closing the office, sorting and handling mail, keeping spreadsheets up to date, and scheduling appointments.

DOCUMENT RETENTION ASSOCIATE BROWN COMMUNITY MANAGEMENT

JANUARY 2017-PRESENT

Organize and scan files from new communities and incoming documents from existing communities into the digital filing system. Keep multiple spreadsheets up to date, process electronic files from new communities and files sent over from managers, and prepare documents for exiting communities. Lastly, teach managers how to upload and find documents in the filing system and assist managers with various tasks that are needed to complete requests from vendors.

FRAUD PREVENTION ANALYST MACY'S CREDIT AND CUSTOMER SERVICES

FEBRUARY 2014-MARCH 2016

Assist customers with possible fraudulent activity on their accounts and/or customers whose .com orders have been pended, canceled or denied. Also submit customer claims of fraudulent activity and handle inquiries regarding the status of their request. Lastly, assess and review consumer accounts for changes that have been sent to the fraud department, screen macys.com, bloomingdales.com and weddingchannel.com orders for fraudulent activity, and review new credit applications for fraud.

CUSTOMER SERVICE REPRESENTATIVE STREAM GLOBAL SERVICES

AUGUST 2012 – JUNE 2013

Provide customer service and support to clients on their inquiries about service, products offered, and billing, Duties also included processing payments and performing basic troubleshooting for phone/service issues.

EDUCATION

PHOENIX COLLEGE, PHOENIX, AZ

ASSOCIATES IN APPLIED SCIENCE IN ADMINISTRATIVE PROFESSIONAL

EAST VALLEY INSTITUTE OF TECHNOLOGY, MESA, AZ

MASSAGE

HIGHLAND HIGH SCHOOL, GILBERT, AZ

HIGH SCHOOL DIPLOMA

**AWARDS AND
RECOGNITION**

Magic of Macy's Award

Multiple Customer Appreciation Certificates

B.R.O.W.N.I.E Awards