

# **Janie Washington**

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## **SUMMARY OF QUALIFICATIONS**

Obtain a position in a dynamic and leading organization that will allow me to utilize my networking skills and gain more experience.

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## **PROFESSIONAL EXPERIENCE**

### **BNY MELLON**

#### **Customer Service Representative 5/2018 to 2/2019**

Provide quality customer service and support on a daily basis

Under direct supervision, provide complex task

Respond to customers inquiries and correct errors in the account

Record detailed about customer's account

Expedite to other departments if needed

### **MRS BPO LLC.**

#### **Recovery Agent 11/2017 - 05/2018**

Assist consumers in the resolution of financial obligations through account maintenance according to both client and company expectations.

Maintain monthly performance and quality standards as defined by the MRS and our clients.

Follow prescribed procedures and scripted material regarding the regulations governing collections in order to minimize our Client's exposure to risk.

Develop and maintain great customer relationships using compassion, empathy, and respect. Provide the highest level of quality, professionalism, and trusted service to all customers in the credit and collection industry at all times.

Desire and ability to work in a goal-oriented, team environment in order to exceed time sensitive goals established by MRS and our clients.

Excellent interpersonal and communication skills with the ability to negotiate.

### **Portnoff Law Associates**

#### **Customer Service Representative 12/2016 - 10/2017**

Maintain an ongoing knowledge and understanding of Portnoff Law Associates (PLA) processes and the nuances associated with individual clients whom we represent

Effectively negotiate payment arrangements consistent with client and PLA parameters.

Evaluate status of files and respond quickly and appropriately to call inquiry

Inform property owners dealing with financial hardships about options for payment and arrange for hardship applications to be sent when appropriate

Calculate amounts and prepare instructions for allocations of payments

Prepare accurate and comprehensive written summaries of all conversations with property owners

Communicate with legal teams, account managers and/or other departments regarding follow-up on property owner phone calls

Redirect callers to the appropriate team or individual when needed

Respond to and follow-up on voice mails left by property owners

### **Zayda Co. LLC**

#### **Customer Service Representative 10/2015 - 6/2016**

Interacts with company customers to provide them with information to address inquiries regarding products and services.

Help resolve any customer complaints. For instance, a customer representative may assist you in opening an account or help you to resolve a problem.

Gather their information via a telephone call and transfer call to the appropriate individual to resolve the issue.

Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.

### **Sudz & Bubblez Cleaning Company**

#### **Owner/Operator 4/2014 - 5/2016**

Responsible for the hiring and training of cleaning professionals and conducting interviews and any background checks required to bring on cleaning professionals.

Handle any disciplinary actions of specific employees.

Track all income and expenses, and business owners are responsible for the profit and loss of the business.

Visiting client homes or other sites where the services are being provided; and advertise and handle all publicity functions to bring in new clients and to keep current clients happy.

Designates technical lead and backup. Coordinates communication among support staff and systems staff.

### **Strawberry Mansion N.A.C**

#### **Computer Support Specialist 4/2015 - 1/2016**

Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Oversee the daily performance of computer systems, Setup equipment for uses, performing or ensuring proper installation of cable, operating systems, and appropriate software.

Maintain record of daily data communication transactions, problems and remedial action taken, and installation activities.

Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.

Confer with staff, users, and management to establish requirements for new systems or modify.

## EDUCATION

University of Phoenix

Bachelor of Science in Management

5/9/2017 to Present

Metropolitan Career Center Computer Technology Institute

Associate in Specialized Technology Degree

Computer Support Specialist □ August 2015

Metropolitan Career Center

Business Technology Program Certification - January 2009

M.S.T.B, Philadelphia, PA

Nurse Aide Certification □ 1996

Benjamin Franklin High School, Philadelphia, PA

General Education Diploma- March 1996