

## Professional Experience

One Touch Direct, Orchard Park, NY

03/16 – Current

### **Frontier Communication & Verizon Sales/Customer Service Representative**

#### Responsibilities:

- Assisting existing clients and new customers with order purchasing
- Manage originations of new client accounts for both inbound and outbound calls

\*I was the leading sales person at Frontier Communication consistently for the past year every week and per month throughout all four call centers

DeMarco's Pizza, Orchard Park, NY

04/07 – 02/16

### **Manager/Supervisor**

#### Responsibilities:

- Assisted family with business beginning from the ground up
- Supervised restaurant and delivery staff
- Completed customer orders
- Assisted with restaurant marketing efforts
- Refilled supplies
- Closed business at end of every shift

HSBC Mortgage, Depew, NY

3/02 – 1/07

### **Account Processor II**

#### Responsibilities:

- Provided account servicing
- Managed escrow accounts
- Conducted payment processing and collections
- Performed skip tracing, loss mitigation

Collegiate Funding Service, Pinellas Park, FL

1/01 – 2/02

### **Senior Loan Specialist/ Team Trainer**

#### Responsibilities:

- Provided loan originations and consolidations of federal student loans and private educational loans
  - Managed customer portfolios
  - Supervised and mentored/trained new team members
  - Maintained excellent customer service
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Carechem International, Clearwater, FL

5/99 – 12/00

**Account Executive**

Responsibilities:

- Solicited internal sales
- Maintained client relations
- Assisted with payment processing
- Collected debts
- Supervised warehouse activities

JDR Marketing, Buffalo, NY

2/98 – 4/99

**Floor Supervisor/ Project Trainer, Mortgage Department**

Responsibilities:

- Participated in the hiring process of department staff
- Supervised evening mortgage staff in group
- Trained new mortgage representatives
- Provided lead generation

Nationsbanc Mortgage Company, Buffalo, NY

1/94 – 1/98

**Loan Adjuster**

Responsibilities:

- Provided service and counseling to customers with 30-90 day delinquent accounts
- Performed research request servicing on lost and/or misapplied funds
- Managed portfolios with a delinquent status of 90-120 days on conventional loan accounts
- Performed collections

**Education**

Ridgewood High School, New Port Richey, FL

High School Diploma

1992

Special professional courses taken: Business writing, customer service procedures, credit training, e-mail procedures

**References**

References are available upon request.

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