

Octavia Clairmont

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Objective	Motivated candidate who is seeking a challenging new experience at an administrative position with a company that will help me evolve professionally.
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Education

Bachelor of Arts Degree <i>Ball State University, Muncie, IN</i> Concentration in Japanese language and culture and Telecommunications – Film Production; graduated cum laude.	2012
International Student Exchange Program <i>Tokyo Gakugei University, Tokyo, Japan</i> Concentration in Japanese language.	2010-2011

Skills

- 10+ years of customer service combined with basic administrative skills
 - Skilled at learning new concepts quickly.
 - Work well under pressure with accuracy and close attention to detail.
 - A committed team player but able to work well independently.
 - Strong problem-solving and organization skills.
 - Extensive computer training including knowledge of Microsoft Office applications.
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Professional Experience

Premium Validation Specialist, Allied Solutions • Identify and evaluate risk for retention and return of collateral protection insurance premium through quality reviews on vehicle loans. • Validate insurance status on vehicle loans by utilizing resources such as insurance websites or perform outbound calls to insurance companies. • Consistent in producing quality audits that exceeded department accuracy expectations.	2016
Customer Solutions Specialist, Allied Solutions • Managed inbound calls from borrowers, lenders, and agents regarding vehicle and mortgage loans. • Verified, notated and updated insurance information connected to loan accounts including those having collateral protection insurance. • Resolved customer questions and concerns regarding their loans in accordance to lender requirements.	2014-2016
Front Desk Associate, Baymont Inn and Suites • Scheduled guest and corporate meeting room reservations. • Performed basic office duties such as faxing, filing, data entry, and copying. • Acted as a liaison in communicating information among different departments.	2013-2014
Campus Missionary Associate, Chi Alpha Christian Ministries • Contacted and scheduled appointments with potential financial supporters. • Appealed to potential supporters in committing a financial contribution to	2013-2014

organization through face-to-face or group meetings.

- Maintained rapport with supporters, e.g., newsletters, cards, and calls.
- Mentored students through one-on-one meetings as well as a weekly small study group of four to six students.

Kitchen Staff and Cashier, *Pizza King*

2012-2013

- Trained and supervised new employees in kitchen operations.
- Assisted in storage and product inventory.
- Tracked products sold, discounts, pricing errors.

Customer Service Representative, *Staffmark/Lifetouch Portraits*

2011-2012

- Answered incoming calls regarding placing product orders and effectively documented each interaction.
- Scheduled appointments with multiple photographers around the country for clients.
- Recognized and resolved customer account issues including payments and product orders that results in delayed production

Customer Service Representative, *Teleperformance*

2007-2008

- Answered incoming calls regarding new services, device activations while resolving any customer concerns.
- Documented each account with a summary of any discussed and account changes.
- Discussed and upsell products and services to customers.

Volunteering

Lighting Operator, *Traders Point Christian Church*

- Operate stage lights during worship services.

Film Team Volunteer, *Traders Point Christian Church*

- Film footage of various church functions, e.g., worship services, ministry events.