

Contact

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Top Skills

Customer Service Management
Mortgage Servicing
Personal Development

Cody Carter

Travel Nurse Recruiter at Genie Healthcare
Fort Worth, Texas

Summary

I read on a daily basis to improve myself and my skills. In the last few years I have read about 70 books on people skills, leadership, and sales; from authors like Dale Carnegie, John Maxwell, and Warren Greshes.

Experience

Genie Healthcare
Travel Nurse Recruiter
February 2020 - Present (5 months)

AHS Staffing
Travel Nurse Recruiter
April 2019 - February 2020 (11 months)
Frisco tx

Aveanna Healthcare
Talent Acquisition Specialist
January 2018 - September 2018 (9 months)
Addison, Texas

Santander Consumer USA Inc.
Late Stage Account Manager
October 2015 - January 2018 (2 years 4 months)
North Richland Hills, TX

Green Tree Servicing
Customer Service Team Lead
June 2012 - October 2015 (3 years 5 months)
Dallas/Fort Worth Area

I handle inbound calls from customers to address their concerns about the loan and take payments when needed. I work to research and resolve any issues they may be having on their loan. I also field calls on the supervisor line from customer service rep's to help them solve problems and help customers.

Also on that line I take escalation calls when CSR's are unable to resolve customer issues. I manage and develop the CSR's on my team to become more efficient in handling calls in their speed, quality, and ability to develop customer relationships.

Aflac

Independent agent representing Aflac

June 2011 - December 2011 (7 months)

Fort Worth, tx

Bank of America

Operations Associate

January 2010 - April 2011 (1 year 4 months)

I tracked insurance on home loans in the exceptions processing dept. I processed insurance documents to ensure that the files were up to date to prevent uninsured loss. I averaged 120% production.

Education

The University of Texas at Arlington

Aerospace Engineering · (2009 - 2009)