

Evelyn Therasias

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561-334-6627

Innovative, adaptable, customer-oriented with years of experience in management and improvements of the office processes. Strong background in staff training and development, records keeping, scheduling and management. Skilled at communicating, organizing and problems solving with excellent interpersonal communication skills to help operate any office.

#readytowork

Authorized to work in the US for any employer

Work Experience

Boarding Specialist

FlashBanc - Boca Raton, FL

September 2018 to March 2020

- Review new customer account applications for completeness
- Correspond with prospective customers and Sales agent
- Outline and implement initiatives to improve the client experience and increase satisfaction with the new merchant boarding process.
- Communicated effectively with customers/ merchants on the phone to identify & develop solutions.
- Identify process improvement and ineffective use of project and resources.
- Receive and organize payments, post payment system.
- Document all systems with comments and relevant data.
- Able to meet deadlines and production targets.
- Liaising with clients ensuring they are satisfied with the service provided, and if there are any issues ensure that they are escalated and resolved in a timely manner to client's satisfaction

Client Service Specialist

First Data - Coral Springs, FL

February 2015 to September 2018

- Provide banker/merchant support to over 80+ RSA partners and 300+ referral partners
- Communicated effectively with customers on the phone to identify & develop solutions.
- Ensure timely reporting, referral, follow-up and escalation of internal and external client issues to minimize disruption of services
- Assure client satisfaction by acting as a single source of support for bank partners and merchants
- Ensure timely reporting, referral, follow-up and escalation of internal and external client issues to minimize disruption of services
- Assist client to determine their complaints regarding credit card transactions

Office Manager

OFFICE MANAGEMENT

December 2012 to December 2014

- Managed a group of 18 employees in the Estoppel department and help them in implementing best practices of completing transaction on a timely manner.
- Prepared and finalized client invoices once estoppel request are completed by employee and deliver them to our clients.
- Provided internal support to team, conduct team meetings, process scheduling and time off request, weekly time sheets and resolve any employee relation problem that occasionally aroused.
- Educated prospective students on the different health care program and career path, instruct them on the admissions process and go over all required documentations.
- Responsible for Lead Generation, Pre-screening and following up with students.
- Reviewed and verify student accounts to make sure student are being enrolled according to guidelines and into to correct program.

Loan Processor

Customer Relationship Manager

Bank of America - Fort Lauderdale, FL

December 2010 to December 2012

The role of the CRM is to be the liaison between the customer and the bank from the point the customer seeks assistance through resolution, whether that is a permanent modification, short sale, deed in lieu or foreclosure.

- Collect and check all documentation received by customer
- Maintain accurate documentation of all activities, concerning the file
- Guide customer through options available to them through effective and efficient communication
- Address the concerns of the customer during the modification process
- Successfully, accurately, and efficiently provide the customer with updates on status of assistance, with the use of several internal operating systems.
- Maintain highest level of customer satisfaction during entire process of loan modification.

Education

Bachelor of Science in Health Care Administration

Keiser College - Boca Raton, FL

Present

Skills

- Microsoft Power/ Microsoft Word & Excel
- Customer/Client Support
- Staff Training and Development
- Problem Analysis and Reporting
- Account Payable/Account Receivable
- Office Administration/ Workflow Management
- LPS
- FDPOS
- Aspect
- Lexis Nexis MSA

- Salesforce
- Remedy
- Business Track
- Banking
- CRM Software
- Banking
- CRM Software
- Management
- Operating Systems
- Business Development
- Office Management
- Process Improvement