

# Tareva Saunders

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## OBJECTIVE

Hardworking administrative professional committed to providing a positive experience and environment for customers. Proven success at using various computer software programs, communicating with customers and staff with diverse backgrounds, maintaining customer files, and providing information regarding services.

## EDUCATION

**Oakland University**, Rochester, MI

Degree In Progress

**Affiliations:** Organizations: American Society for Safety Engineers (President), Association of Black Students (Treasurer), Grizz Gang, Akanke African Dance Troupe (President), and Student to Professional

## PROFESSIONAL EXPERIENCE

**Member Solutions Representative**

06/2016 to Present

**Dort Financial Credit Union**, Grand Blanc, MI

- Create and maintain comprehensive job function procedures.
- Streamline procedures to process department invoices.
- Ensuring all files are prepared, processed, and forwarded to attorneys in a timely manner.
- Communicate via phone, email, and mail with members, attorneys, etc.
- Process repossession proceeds, draft and send deficiency letters to members.
- Process court-ordered garnishments/levies and notify members.
- Accounts Receivable: Posting member payments, bankruptcy trustee payments, credit counseling payments, and legal payments.

**Receptionist**

10/2013 to 05/2016

**Trillium Staffing**, Flint, MI

- Greet patients in a pleasant manner
- Distribute check-in materials, prepare patient files, and retrieve insurance eligibility.
- Create and maintain client enrollment date.
- Schedule patient appointments and update patient files.
- Copy, scan, and fax, while maintaining the highest degree of confidentiality.

**Donor Dialogue Appointment Setter**

07/2013 to 10/2013

**Dialogue Marketing**, Auburn Hills, MI

- Represent clients with a positive and professional image.
- Communicate effectively with clients and staff.
- Handle outgoing and incoming calls to encourage and inspire blood donors.
- Schedule appointments for blood donors.
- Effectively communicate with blood donors about the blood donation process and answer any questions.
- Maintain donor contact information and activity records.

**Customer Support Agent**

04/2013 to 08/2013

**ViSalus Sciences**, Troy, MI

- Create a positive experience for customers and promoters.
- Communicate with customers via phone, email, and social media.
- Educate customers and promoters about products and services offered.
- Process customer requests using Microsoft Outlook
- Maintain customer and promoter accounts using Exigo.

**Site Administrative Assistant**

03/2012 to 03/2013

**YouthQuest - After School Enrichment**, Flint, MI

- Maintain a safe, organized, and positive learning environment for students.
- Provide direct support to the Site Team Leader
- Administrative support tasks: Student registration, attendance input, data management, and food services
- Accounting & HR support tasks: Recruitment, staff registration, and payroll.
- Data entry for an additional 10 hours per week remotely.

**Administrative Student Assistant**

08/2007 to 12/2012

**Oakland University - Undergraduate Admissions**, Rochester, MI

- Facilitated campus tours for prospective students and family members.
- Presented students and parents with information about university programs and services.

- Communicated positively, via in-person, phone, and email, to prospective students.
- Designed new training procedures and methods for new employees.
- Trained new employees on office protocols and procedures.

## **SKILLS**

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**Typing Speed:** 55 WPM

**Skills:** Customer Service, Training, Data Entry, Multiple Line Telecommunications, Record Maintenance Procedure Development, Administrative Support,

**Technology:** Microsoft Office Suite, Oracle Banner Database, EZ Reports, Exigo, Temenos, XP, Cayen, Internet Explorer, Clio, Pacer, DRM

**Soft Skills:** Attention to Detail, Problem Solving, Adaptability, Multi-Tasking, Strategic Planning