|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Tinia**  **Teasley**   523 Walnut St  Rock Hill SC 29730    Cell: 803-371-3415  Tinia.teasley@yahoo.com  **Career Snapshot**    Seven years of commended performance in key customer service and support roles.    Expert in customer care/communications, problem solving, relationship building and user training and support.    MS Office “power-user” with additional proficiencies in assorted databases.  **Computer Skills**  Word, Excel, PowerPoint, Access, Outlook.  **Mission Statement**  *Strive to exceed customer/ employer expectations by delivering second-to-none service. Maintain customer centricity in all initiatives and interactions, always putting the customer first.* |  | **Customer Service & Support Specialist**  *Offering an award-winning track record of customer care excellence within high-volume environments that include…*  **Banks  Mortgage Companies    Customer Service Desks**  **Key Skills** | | |
| World-Class Customer Service    Troubleshooting/ Problem Solving    Documentation | | Call Center Operations    Technical/User Support    Complaint Handling |
| **Professional Experience**  AXA EQUITABLE INSURANCE COMPANY— Customer Associate Customer Service, 2014-2016 | | |
| ACCENTURE CREDIT SERVICES — Charlotte, NC | Loss Mitigation Specialist II ,    2011-2012  Loan Coordinator                    2012-2013 | |
| Citi Mortgage —   Fort Mill, SC | Mortgage Specialist               2008-2011 | |
| national finance. —  Rock Hill, SC | Manager                                2004-2008 | |
| ***Axa Equitable***  ***Senior Associate Customer Service*** |  | |
| * Handle 40 -60 inbound calls providing high quality, timely customer service. Utilized Enhance Service Portal (ESP). * Follow administration guidelines regarding productively such as maximizing calls handles during hours worked and minimizing time not on the phones. * Communicate with internal and external clients, both through email and via phone. * Process clients’ requests for Beneficiary Changes, Ownership Title Changes, Full and Partial Surrenders, 1035 exchanges, and Loan Disbursement on Universal Life Policies, and modifications to premiums. * Partnered with Life Insurance Agents in running and enforcing ledgers to guarantee policy with carry over to maturity * Advised clients about policy options, life insurance premiums, and changes that would makes sense for them. * Handle problem cases in which policy lapse due to incorrectly filled out payments, late payments, increase cost of insurance, and policy cash value depletion.   Maintain product and procedure knowledge through participations in “Principle of Insurance” class provided by AXA Equitable Life.  ***Accenture Credit Services***  ***Loss Mitigation Specialist II***   * Manage pipeline of 100+ delinquent loans discuss with borrower best possible workout option per investor guidelines. * Request and review all needed paperwork to complete loan modification (i.e. RMA, 4506T, paystubs, etc.) * Follow-up with vendors/third parties to obtain documents in a timely manner i.e. credit reports. * Monitor borrower trial payments are being received in a timely manner while also maintaining frequent contact during trial.   ***Loan Coordinator***   * Verifies, compiles, and Reviews residential loan application file to verify that application data is complete and meets establishment standards. * Escrow/ Impounds, Du Finding, Mortgage Insurance. Credit Reports, Subordination, Liens, Judgments * Submitted mortgage loan application files for underwriting approval. * Submitted approved mortgage loan file to mortgage loan closer. * Organized closings with borrower, lender and Title Company. * Complete Flood certification, title orders, Mortgage Insurance. * Fannie Mae and Freddie Mac loan products   ***Citi Mortgage***  ***Mortgage Specialist***   * Identify, analyze and resolve customer problems, and minimize losses through avoiding foreclosures. * Record and retain information necessary as required by investors, federal agencies, and insurer’s requirements. * Counsel customers with delinquent mortgage payments through a process of telephone contact to bring the loan to a current status. * Process documents for retention and liquidation review.   ***National Finance***  ***Office Manager***   * Responsible for responding to routine banking inquiries and complaints from customers * Assist borrower with financial solutions. * Processed personal and car loans * Payroll for employees * Approved and denied loans * Legal documents and court appearance * Bank Deposits * End of the month reports * Held meetings * Filed Income Taxes * Entered data on spread sheets * Managed employees * Responsible For the opening, staffing and training * Training coaching and mentoring employees | | |