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| Your Name  Customer Service Representative  Williamsport, MD | your.email@example.com 111-222-3333 www.your-website.com |

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| **SUMMARY** |  |

Seeking a responsible job with an opportunity for professional challenges and where my work experience would have valuable application.

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| **WORK EXPERIENCE** |  |

**Customer Service Representative**

**PAYFLEX**

Sep 2010 – Oct 2010

* Assisting participants with Flexible Spending Account (FSA) inquires.
* Assisting participants with COBRA Coverage inquiries.
* Listen to customer and ask probing questions to be a solution provider.
* Document participant's accounts regarding inbound calls.
* Assist participants in navigating health hub and my PayFlex websites.

**Tier 1 Help Desk Support**

**L3 COMMUNICATIONS TITAN GROUP**

Dec 2006 – Aug 2010

* Provide accurate documentation for tickets assigned to Tier II Technicians to allow for exceptional customer service.
* Properly identify research and resolve technical problems for customers by providing guidance regarding software and hardware problems.
* Listen to customer and ask probing questions to be a solution provider.
* Respond to inbound calls and Emails to troubleshoot technical issues for hardware and software issues regarding microcomputers.
* Prioritize customer's incidents, requests, and complaints to ensure that inquiries are resolved appropriately, and applies the escalation process when necessary.
* Reset CAC pin numbers for customer CAC cards.
* Greeting and acknowledgement of all customers in a friendly, professional manner and providing quick, responsive customer service.
* Respond to telephone calls, automated requests, email, and other requests for technical support.

**Customer Care Representative**

**CAREY INTERNATIONAL**

Jun 2006 – Dec 2006

* Respond to customer inquires for requesting copies of invoices via phone, fax, and email.
* Document reservation segments of customer complaints.
* Provide phone backup for reservations.
* Extract agent calls to confirm accuracy for customer complaints.

**Reservation Specialist**

**CAREY INTERNATIONAL**

Jul 2005 – Dec 2006

fulltime) December 2006/February 2010 (part-time)

* Respond to inbound calls pertaining to requests/inquiries regarding passenger reservations.
* Create accurate and detailed ground transportation reservations for passengers worldwide.
* Update passenger and arranger profile database.
* Provide assistance to reservation agents via the Carey Help Line.
* Assist in training of new hires.
* Provide quote rates for passenger/arranger for worldwide ground transportation.

**Production Control Assistant**

**MANPOWER/A Products**

Jul 2004 – Jun 2005

* Compile and maintain production data obtained from custom and production floor traveler tickets.
* Compose detailed production floor traveler for manufacture of product.
* Prepare work schedules based on established guidelines and priorities.
* Sorts and distributes production floor traveler to supervisors.
* Reviews and monitors production floor travelers for accuracy and completion of all production steps involved with creating product.
* Update calculation of manufacturing costs including labor, materials, and overhead.
* Maintain and Update tracking of Inventory.

TARGET

**Retail Sales Associate**

Sep 2001 – Jun 2004

* Working part time while attending College full time.
* Zoning/Organizing sales floor product to Target Specification.
* Providing assistance to customer inquiries.

**Customer Account Specialist**

**AMERICAN GENERAL FINANCIAL SERVICES**

Nov 2001 – Sep 2003

* Apply monthly payments to customer accounts.
* Balance and record daily reports.
* Update and monitor delinquent accounts.
* Solicit customers for account renewal/refinance.
* Process loan applications and loan documentation for signing.

**Collections Support Clerk**

**SBI LOAN CENTER**

May 2000 – Oct 2001

* File, Update, Monitor, and Apply Payments for Disability/Death Claims on customer Accounts.
* Type corresponding letters on delinquent accounts.
* Assign and Monitor delinquent accounts for repossession.
* Produce tracking report of the Collectors calls, contacts, and promises on delinquent accounts.
* Provided Inbound/Outbound calls on delinquent accounts.
* Complete pertinent paperwork to obtain titles on repossessed vehicles.
* Update customer database.

**Commercial Loan Assistant**

**FARMERS AND MERCHANTS BANK AND TRUST**

Dec 1999 – May 2000

* Origination of Loan Documents used for settlement on Commercial loans.
* Process Commercial Letter of Credit/Commercial Line of Credit Loan Requests and Renewals.
* Book Commercial loans once settlement has been completed.
* Maintain and update Lawyers Liability, Commercial Deficiency and Mortgage Deficiency reports.

**File Room Representative**

**Mortgage and Commercial**

Sep 1999 – Dec 1999

* File pertinent documentation in Consumer, Mortgage and Commercial files.
* Respond to Collection and Loan Accounting inquiries regarding loan account verification.
* Maintain deficiency reports regarding vehicle titles and security interest filings.
* File incoming Account file folders and label New Account files.

**FCNB BANK**

Feb 1999 – Aug 1999

* Origination of Loan Documents used for settlement on various loans.
* Disburse Loan Proceeds to Customers after Settlement.
* Enter and Key all Renewal Documents of Commercial Loans that reached Loan Maturity.
* Respond to Lender and Branch inquires in a timely fashion.

**Loan Accounting Representative**

Jul 1997 – Feb 1999

* Data Entry of pertinent loan information on Horizon.
* Quote, receive and administer pay-off for Home Equity accounts.
* Release liens on Deeds of Trusts of Home Equity accounts.
* Set up and Maintenance of loan input.
* Answer any technical questions for customers regarding accounts.

**Cash Account Specialist**

**FIRST NATIONWIDE MORTGAGE CORPORATION**

Feb 1997 – Jul 1997

* Reconcile Advance and Liability Accounts.
* Log all incoming refund checks.
* Research and deposit refund checks into escrow/impound accounts.

**Forced Placed Flood Processor**

Jun 1995 – Feb 1997

* Balance Financial Reports for insurance carrier.
* Interact with internal/external customers/vendors regarding account inquires
* Processing insurance payments and updating database with correct insurance coverage.
* Providing feedback to other departments regarding the status of loans.
* Order and complete requests for flood zone certifications for mortgagor disputes.

**Small and Large Claim Representative**

Aug 1994 – Jun 1995

* Worked statistical reports for team leader and manager.
* Distributed restricted escrow checks for processors.
* Answered inbound telephone calls from mortgagors regarding claim checks.
* Process and monitor all loss drafts received from insurance companies for property damage.
* Apply large claim deposits to escrow/impound accounts.

**Team leader**

**Real Estate Tax Department**

Jan 1992 – Aug 1994

* Supervised 4-8 personnel
* Interacted with supervisor to maintain structure and dynamics of the team.
* Also responsible for doing a daily desk count for the team and making sure production is being maintained.

**Refinance Representative**

**Real Estate Tax Department**

Jan 1992 – Mar 1992

* Answered inbound calls from homeowners requesting refinance packages/products.
* Answered any technical questions regarding loans.

**Real Estate Tax Specialist**

May 1990 – Jan 1992

* Ensured that all real estate tax bills were received in a timely manner in order to disburse payments from escrow accounts and to avoid unnecessary expenses and loss for the bank.
* Assist with real estate tax audits in order to maintain an accurate database.
* Conduct research for billing tax service and prior lenders to avoid further unnecessary costs.
* Research problem loans prior to and after the tax cycle.
* Answered inbound calls from tax agencies, customers, and Government tax assessment offices.

**Payoff/Release Mortgage Loan Representative**

**Overtime Project**

Jul 1991 – Dec 1991

* Updated the system regarding the status of accounts.
* Copied and filed documentation regarding release of loans.
* Mailed documentation to mortgagors and title companies.
* Faxed payoff statements to title companies and mortgagors.

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| **EDUCATION** |  |

**Certificate of Completion for Computer Attending in Accounting/Business Administration**

Hagerstown Community College