

STEPHANIE DUMAS

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SUMMARY

7 years of extensive experience and knowledge in the background and drug screening industry. From participating in ATS integrations to managing and growing large Fortune 500 accounts, I strive to go above and beyond in my work. I am certified through NAPBS in FCRA Compliance and have participated in the Best Practices committee. In a constantly evolving industry, I find it of great importance to guide and protect customer and the consumer.

SKILLS AND KNOWLEDGE

- Comprehensive knowledge of “The Industry” - criminal records, verifications, drug screening other services associated with background screening.
- Well-versed in project management and fluid execution of assigned tasks.
- Specialized in account management to obtain specific client goals and objectives.
- Extensive knowledge in pre-employment, post-accident, random selection, and regulated drug screening.
- Core focus on client retention, maximizing client satisfaction and client training.
- Proficient with MS Office suite, CRMs, vendor platforms, and software integrations.

EXPERIENCE

**2014-
Current** **Manager of Coordination (Logistics), USAFact Inc.**

Previous position was maintained as Manager of Coordination while naturally expanding to assist in the transition for a companywide platform migration. Responsibilities included taking on front-end development of platform which included: learning new software in a fast paced environment, transferring current client accounts in detail and testing the software functionality. Reached out to departments, led meetings to demonstrate the flow and function of the new platform and its intricacies. Applied knowledge from previous integrations with ATS's, miscellaneous platforms/vendors, to map out a detailed timeline of the project with the CEO and VPs for meeting company expectations.

2013-2014 **Manager of Sales Coordination, USAFact Inc.**

Tasks included organizing, reviewing and managing departmental “Change Order Checklists”. Configured client accounts in the company CRM to sync with Operations and Technology Dept.'s applications. Exercised the ability to plan and manage at both strategic and operational levels. Developed and implemented customer service strategies to meet planned objectives. Maintained and encouraged consistent and detailed communication with the Sales Dept. to support the company's efforts to achieve its revenue goals.

- 2010-2013 Senior Account Executive, *Background Information Services Inc. / ChemScreen Inc.*
 Provided account management for large-scale clients. Assisted customers with advanced criminal research/account modifications/upselling of products that would better suit the nature of their hires. Supported VP of Sales in assembling contracts, pricing, and coordinating the client's account construction. Communicated all customer account information to the appropriate departments within the company. Frequently monitored the Customer Service Team to ensure client's expectations are being met and with max efficiency. Handled all inbound sales (pre-employment and drug screening). Managed and facilitated drug screen processes (DOT and Non-DOT) for applicants and clients. Prepared and analyzed custom account metrics/hiring lists upon request of the client. Ensured that all customers were "in the know" with current industry shifts and kept disclosures/authorizations in compliance and up to date.
- 2009-2010 Research Specialist, *Background Information Services Inc. / ChemScreen Inc.*
 Manually processed and interpreted Colorado criminal and civil statewide records for clients. Tasks included entering records obtained from the company-owned Colorado Court Records Database and assembling the information in reports for clients. Other responsibilities included providing assistance through phone and email for clients who have further inquiries on consumer reports. Conducted further investigation into court case records/police reports/court dockets for obtaining additional information or identifiers.
- 2007-2009 Customer Service Specialist, *Background Information Services Inc. / ChemScreen Inc.*
 Processed consumer reports with customized details requested by clients along with adhering to the standards of compliance set in the industry. Assisted clients with providing an understanding of consumer reports and background screening procedures/requirements: criminal/civil records from courts, courts regarding turn-around times, company products and function, proper adverse action protocol and FCRA compliance. Received and processed incoming results for employment-related drug screens and prepared custom result reports to client.

EDUCATION / CERTIFICATIONS / AFFILIATIONS

- 2010 - Present Member - *National Association of Professional Background Screeners (NAPBS)*
 2011- Present - *Basic FCRA Certification*

USAFACT, Inc.
 Stephanie Dumas
 Riverside, CA 92507
 United States



- 2009 Summer Volunteer – Denver County Coroner – Death Investigation Unit
- 2003 Education - High School Diploma, *Arvada West High School – Arvada, Colorado*

CERTIFICATE OF COMPLETION

This certificate is awarded to

Stephanie Dumas

For successfully completing all required coursework and training for

Basic Certification Renewal



National Association of Professional Background Screeners

Issued by

27-Nov-2013

Date