

Sabrina Cornish Resume
xoxobrina1206@gmail.com
(720)629-8220

Summary:

My objective is earning a spot that I have deserved and making the best at what I have accomplished. I want to maintain a job I love waking up to and seeing people that I enjoy working with. In addition, success is an important factor of life and want to grow within a company in any way to become a positive influence in the field. Being able to learn new things and to be challenged is a way of success and going towards the right path.

Experience:

Mortgage Loan Processor
Specialized Loan Servicing
September 2012-March 2014(1 year 5 months) Highlands Ranch, Colorado

The duties and responsibility are to assist borrower's with modifications, short sales, deed in lieu, and other work out options to help the homeowners save their properties. Other duties included: heavy customer service, navigating through different systems and underwriting. Another important responsibility is heavy and strong collection skills.

Contact Consultee/Multi-Channel Agent
AIMCO
February 2012-September 2012(7 months) Denver, Colorado

The job included becoming a Multi-Channel agent, where inbound and outbound calls were taken for leasing offices through out the United States. As an inbound agent, calls were taken from potential residents who were trying to find apartments. Information was provided for the apartments they were interested in and setting up appointments. As outbound agent, many duties and responsibilities included: broker calls, emailing, guest card follow-up, and surveys. Broker calls consisted of brokers calling in for their clients. Also, emailing was responsibility for communication with current Broker. Guest card follow-up is when follow-up calls were taken to see if potential residents were still interested in the community or if they need additional resource to finding an apartment. Lastly, survey's is when outbound calls were placed to current/past residents to gain their opinions about the community and experience. For both inbound and outbound, both included: working with various systems and navigating through them.

Warranty/Claims Processor
Great White Bottling
July 2011-April 2012 (9 months) Denver, Colorado

Customer Service was a strong duty as a Warranty/Claims Processor. The duties included: incoming and outgoing calls, processing warranty claims, and uploading pictures/invoices into the computer system. Another role included: daily faxing, scanning, data entry, shipping and receiving, email, and follow-ups with the customers and technicians.

Customer Service Representative (Work Study)
Community College of Aurora
August 2010-December 2010 (4 months)

As a work study employee for the Cashier's Office, the most important role is assisting students on their accounts. Other job duties included: daily incoming and outgoing calls, heavy data entry and cash handling, and collecting payments through debit or credit cards, cash and checks.

Emergency Dispatcher:
ADT Security Services
September 2008-April 2010(4 months)

As an Emergency Dispatcher the most important role and responsibility is taking corrective action to ensure the customer's life and property was saved through fire, burglary, and hold up alarms.

Education:
Community College of Aurora
Some College Coursework Completed
2009-2010

I attended the college in order to meet the requirements needed to get an Associate's Degree or higher in Human Services and Nursing

Grandview High School
High Diploma or Equivalent
2003-2007

General Studies/Basic Classes were taken in order to graduate.

Skills:

- Customer Service(Expert)
- Data Entry(Expert)
- Phone(Expert)
- Computer Applications(Expert)
- Types 45-50 wpm(Expert)

References:

Brittany Richter
Friend-known for over 10 years
(720)404-4506

Kristen Derbin
Professional
Supervisor, Great White Bottling

Audrey Parker
Professional
303-587-7135

Mariana Tucker
Professional
(720)339-4511