

Job Objective

Obtain a position with a growing company with opportunity for growth. I am a highly self-motivated individual who has the ability to work with and lead diverse teams to new levels of success. I have effectively implemented efficient methods of time management and quick learning skills, while conducting business professionally and providing confidentiality in a fast paced environment. I have a strong focus on detail, management, client and company needs.

Professional Skills / Experiences

- PowerPoint
- Word
- Kronos
- Adobe
- E-Learning Environment
- 10-Key
- Fieldscape/Infoscape
- Seminar Presentation
- Avaya and Cisco Phone systems
- Learning numerous computer systems quickly and efficiently
- Multi-tasking: Training numerous types of systems at the same time for a variety of clients
- SharePoint
- Excel
- Outlook and Outlook Live Meeting
- Beginner with Acrobat
- Beginner with Captivate
- Some Instructional Design
- Yardi
- Public Speaking

Employment History

Safeco Insurance Company

May 2015 to Current

Call Routing Coordinator – Temporary Worker, Golden, CO

9/21/2015

- Answering calls in a friendly and caring manner
- Assisting customers with billing by taking payments, updating credit card, debit card and banking information
- Assisting customers, mortgage companies, lenders and other authorized customers by updating policy information as well as faxing or emailing documentation when needed
- Routing customers to the appropriate department to assist them with their needs
- Verifying insurance information for customers, mortgage companies, lenders, dealerships and police officers

Drury Inn and Suites

July 2014 to May 2015

Housekeeper / Breakfast Chef, Westminster, CO

- Clean guest rooms and suites to company standards in a timely manner
- Greet all guests, vendors and co-workers with a happy and positive attitude
- Answer all guest questions and inquiries
- Ensure time management is applied when performing all tasks assigned such as cleaning guest rooms, performing laundry functions, preparing and serving breakfast and helping with house person tasks
- Attention to detail when performing all tasks
- Provide world class customer service

Lender Processing Services

August 2009 to August 2013

Functional Trainer, Westminster, CO

- Conduct New Hire Orientation for numerous departments within the company working closely with Human Resources and Management
- Facilitate Training for all processing functions for 10+ clients
- Facilitate Training for numerous departments that included Core processing, First Time Vacant Processing, Bid Processing, FHA Finals Processing as well as investor specific training as requested
- Facilitate Training for numerous systems for a variety of clients at some times simultaneously
- Development of training materials such as guides, quick reference documents, PowerPoints, Course Assessments, Course and Trainer Evaluations and Surveys
- Facilitate trainings for numerous loan and investor types such as FHA, FNMA, FHLMC, HUD, VA and Conventional loan types
- Facilitate trainings via conference call, Live Meeting, video conferencing and classroom
- Attend management meetings and seminars to enhance training for the client, management teams as well as vendors
- Maintain training photos for different types of trainings as well as training material on the SharePoint site
- Facilitate Training to employees on how to take inbound phone calls and make outbound phone calls to contractors

Convergys

April 2005 to October 2008

Trainer/Back Office Supervisor, Brownsville, TX and Denver, CO

- Facilitate Training for new hire employees for Call Center for the Sprint Project
- Facilitate Training for existing employees for new products being introduced, policy and procedure changes and any new and vital system changes
- Grade and evaluate all trainees for all areas of training
- Facilitate on floor "Nesting" to ensure all questions are answered and procedures are understood before going live in the Call Center Environment
- As a Back Office Supervisor I managed employees ranging from 15 to 25 employees at a time
- Ensure employees maintained an exceptional level of customer service with all internal and external customers
- Ensure employees met all requirements for handling all international mail and packages as well as email etiquette and customer concerns
- Provided employees with recognition as well as written consultations

Dish Network

October 2000 to October 2005

Customer Service Rep/Quality Assurance/Trainer/Coach, Thornton, CO and Harlingen, TX

- As a customer service representative I was responsible for technical assistance as well as billing inquiries from customers calling into the Call Center
- Ensure all company policies and procedures were followed
- As a Quality Assurance Agent I was responsible for monitoring individuals on assigned teams
- Ensuring employees met all quality assurance requirements to provide every customer with exceptional customer service
- Ensure all feedback was given to employees in a timely and professional manner
- Ensure all employees understand all feedback and offer training as needed
- I was transferred to Harlingen, TX to assist in opening the Call Center at that location as a Quality Assurance Agent
- While assisting with opening the Call Center I had many responsibilities which included resume review, interviewing, suggested hiring, training new hires, conducting assessments, assisted with training and managing the quality assurance department as it opened, and coached/supervised teams on the floor

Education

Front Range Community College

May 1995

Major: Associates of Sciences, Business Management

Minor: Marketing and Advertising

References

Kim Steinke

Trainer/HR Generalist

Horseshoe Cleveland

216-272-3458

Stacy Robertson

Inside Sales Representative

PDM Steel Services

720-380-1330

Ruben Martinez

Owner/Operator

RJ's Contract Services

832-867-1695