

Danielle Richardson

danni.nicole.richardson@gmail.com ▪ (954) 541-7646

Personal Summary

Highly organized with a multifaceted skill set in areas of business such as but not limited to: Administration, Assistant Management, Account Management, Customer Service, Processing, Sales, Receivables, and Collections. Proficient in Microsoft Word, Excel, Outlook, CRM, 70 WPM. Management of clients and sales team alike. Skilled at multi-tasking and extremely meticulous.

Professional Experience

Administration & Client Relations at Collateral Management

(May 2015-Present)

Tasks:

- Management of appraiser's, large mortgage clients, CRM database.
- Reviewing purchase agreements, condo documents, reports, revisions requests.
- Direct communication to lender's and appraiser's via email and phone.
- Handling payments from clients, and inbound system inquiries.
- In season maintaining a steady work flow of up to 350-400 updates per day.

Account Manager at Get Set Consulting

(October 2014-April 2015)

Tasks:

- Managing upwards of 500 debt accounts, helping to repair clients credit.
- Accounting for all incoming payments.
- Disputing debt collectors, reviewing credit reports and settlement offers.
- Managing appointments and reminders through Outlook.
- Creating higher revenue by overseeing sales floor and improving processes.
- Using dialer system (Vicaldial).

Assistant Manager "Team Leader" at Anvil Advertising

(October 2012-October 2014)

- Doubled the number of sales on the floor within the first month of employment.
- Over-viewing sales team, running reports through Excel, closing sales calls.
- Doing administrative work for the upper management.
- Reviewing outbound calls and testing agents on their phone skills.
- Affiliate and CRM management directly working with call centers.
- Social Media Marketing & Lead Generation.

Education

Broward College

Business Administration Associate in Science