

Joe Cuevas

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## OBJECTIVE

To obtain a full time, permanent position offering an opportunity for advancement and to apply all of my skills and abilities for mutual benefit.

## SKILLS PROFILE

HIPPA certified FDCPA proficient

Excellent driving, safety, and attendance record.

Working knowledge of Microsoft Word and Excel as well as LISA, POS, TIRM and Ideal

Experienced in night audit duties and hotel functions and finances.

Bilingual in the Spanish and English languages.

Offering over 4 years of assistant manager experience.

Offering over 15 years of customer service experience.

## EMPLOYMENT HISTORY

Damage Prevention Specialist

Golden, CO

November 2018 - Present

\*Utility Locate Damage Prevention Specialist

\*Answer calls and process reports for Utility locates, emergency and damage reports/ticket request.

\*Bilingual representative

\*Trainer/Mentor for new agents

Legal Assistant - Account Representative - Bilingual

Downtown Law Firm

Denver, CO

February 2012 - September 2018

- \* Government Team - State of Colorado & City and County of Denver
- \* Third Party collections
- \* New business to litigation to judgment and post judgment
- \* Deal directly with clients
- \* Processed POE garnishments, Bank Levys and Property Liens
- \* Accepted payments by phone, bank wire and/or walk in
- \* Bilingual collector

Bill Collections Specialist - Bilingual

BRT Corp dba The Advantage Group

Westminster, CO

April 2009 - November 2011

- \* Only bilingual collector Spanish /English
- \* Third Party Collections
- \* Skiptracing - Insight Axion
- \* Processed Garnishments, Liens and Judgements
- \* Collecting Monies via phone, mail-in, direct deposit and walk-in

Assistant Manager

Peoples Rent to Own

Aurora, CO

January 2008 - March 2009

- \* In charge of entering and receiving daily payments
- \* Responsible for ensuring showroom presentation
- \* Accountable for dropping end of the day deposit
- \* Responsible for verifying customer applications in Teletrack and Accurant

- \* Held liable for collections on delinquent accounts
- \* Performed collection runs and pick ups as well as deliveries
- \* Held responsible for printing and ensuring accuracy of daily closing reports
- \* Foresee over a crew of 10

Night Auditor/ Front Desk,

Comfort Suites

El Paso, TX

September 2006 - May 2007

- \* Responsible for closing daily financial activities
- \* Guest Attendants are in charge of ensuring all laundry is ready for housekeeping
- \* Duties included a property check and breakfast set-up.
- \* Served as a trainer for other Front desk attendants

Night Auditor/Front Desk GSR,

La Quinta Inns & Suites

December 2004-May 2006

El Paso, TX

- \* Responsible for closing the daily financial activities 4 times a week.
- \* Served as liaison and helped develop guest rapport resulting in increased guest returns and referrals.
- \* Served as a trainer for new night auditors and front desk GSRs.

Electrical Apprentice

Trinity Electric

October 2002-May 2004

San Francisco, CA.

- \* Aided in updating the wiring of residential and commercial buildings.

\* Assisted in installing fire alarms and light fixtures as well as home automation devices and home remodels.

#### ACTIVITIES & HOBBIES

\* Lettered in High School in Football, Soccer and Journalism.

\* Enjoy camping, fishing and snowboarding.

\* Raised in Carlsbad, CA.

\* I have participated in many motorcycle runs and had a motorcycle of my own.

\* Volunteered for the Santa Theresa Fire Department and EMS from the summer of 1992 to the spring of 1995.

REFERENCES PROMPTLY FURNISHED UPON REQUEST