

## **Jacqueline R. Haskins-McMillon**

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### **SUMMARY OF QUALIFICATIONS:**

- Over 10 years of experience as **Customer Service Representative** and **General Office** in various business settings.
- Experience with handling multiple tasks while meeting customer and company expectations.
- Ability to function effectively in variety of challenging situations; work well with a team and individually.
- Proven ability to maintain good interpersonal relations and maintain relationships with internal and external customers.
- Excellent oral and written communications skills.
- Excellent organizational and implementation skills.
- Processing various mortgage commitments for residential and commercial properties
- Training of employees, planning and preparation of training materials, manipulation of data for currency
- Proficient in MS Office, DMIS, Excel, Word Processor, Soft Pro, Typing 60 WPM, and internet applications

### **PROFESSIONAL EXPERIENCE:**

**North American Title Company**  
**General Typist**

**Waukegan, IL**  
**June 2009 - April 2010**

- Processing invoices, loan policy refinances, revolving credit, owner's policy, owner simultaneously, End loans, development construction, commercial revolving credit loans, Heloc
- accounts, Lennar accounts, endorsements, attorney agent files, habitat accounts, mids, maxi, sure, ownership, tax, flood searches, closing title insurance policy, short, long, jacket tracks, heloc, refi homeowners and loans forms.
- Multi-line telephone, greeting customers, and other duties as assigned.

**Peoples Energy North Shore Gas  
Senior Customer Service Rep/Lead Supervisor Backup**

**Waukegan, IL  
January 2006 - August 2008**

- Information liaison field and office, fulfillment of request, supply ordering & inventory, customer service resolution, furnishing status of accounts, updating and adjusting of accounts and interoffice communications. Operations and prioritization of daily department activities.
- Accounts payable and receivable, ledger payments, payments requisitions for external and internal. Various projects and tasks, problem resolution, resolution execution and follow up.
- Coordinate report generation, expense reconciliation; excel spreadsheets, procurement General office duties, typing 60 wpm, filing, interoffice communications, multi-line telephone.

**Peoples Energy North Shore Gas  
Customer Service Representative II - Billing Clerk**

**Waukegan, IL  
July 1996 - January 2006**

- Fulfillment of service request, products logistical information for internal and external customers.
- Procurement, filed customer request on various items, accounting, information liaison to field office, provide status of accounts, updating and adjusting accounts, problem resolution.
- General office duties as assigned, interoffice communications, multi-line telephone systems operation.

**Peoples Energy North Shore Gas  
Dispatch Operations Clerk**

**Waukegan, IL  
August 1993 - July 1996**

- Maintenance of day-to-day client relationships, fielding of request from employees. Distribution supervisors, assigning work orders to service employees, job-map analyst, Julie tickets.
- Investigations, procurement. Performed general office duties, edit correspondence, interoffice communications, multi-telephone, System operation.

**EDUCATION:**

**Waukegan East High School  
High School Diploma**

**Waukegan, IL**

**College of Lake County  
Computer Classes**

**Grayslake, IL**