

Stefanie Rodriguez

Westminster, CO 80030

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Organized and dedicated administrative assistant/customer services representative, with a track record of providing exceptional customer service in face paced environments. Offering a keen attention to detail and strong decision making, ability to multitask and self-motivated with the ability to perform independent or a team setting.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Vortex Doors - Denver, CO

April 2022 to April 2023

- Confer with customers by telephone or by email to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Kept records of customers interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Maintained and ordered office supplies monthly.
- Communicated with vendors to source materials, track the location of orders, schedule deliveries and pickups as required for projects.
- Dispatched technicians to jobsites and updated customers on technicians' whereabouts.
- Coordinate projects through completion by placing orders and scheduling technicians for jobsites.
- Determine charges for services requested, collect deposits or payments or arrange for billing.
- Assist with creating orders from estimates and field verified recommendations.
- Process invoices to accounting department, including requested documentations need for proper payment(s).
- Additional administrative duties that were needed, to assist service manger(s) and service technicians.

Mortgage Loan Funder

First Integrity Title Company - Denver, CO

September 2021 to February 2022

- Follow all regulations, including the Bank Secrecy Act, the Anti-Money Laundering Act, OFAC, the USA Patriot Act, the Privacy Act, and the Community Reinvestment Act.
- Review and edit loan agreements to improve efficiency and accuracy.
- Ensure all closing documents are in order and the mortgage funds make it to the correct parties on time.
- Assist in customers concerns and help delegate between clients and the loan officer.

Lead Coordinator/Office Admin

Squeaks Plumbing, Heating, Cooling - Denver, CO

November 2018 to August 2021

- Increased customer satisfaction by using superior conflict resolution and problem- solving abilities.

- Hired, managed, developed, and trained staff.
- Take work orders from customers requesting service and putting the work orders in the computer.
- Other office work including, but not limited to, quality control calls, thank you letters, processing payments, happy checks, etc.
- Manage several online applications for marketing, build/create ads/emails to promote deals and services provided.
- Posted ad's and other marketing campaigns on the business Facebook portal.
- Monitor and track internet leads and other lead sources.
- Manage Google "My business" portfolio as well as respond to Google reviews.
- Schedule customer work orders and dispatch technicians.

Recovery Agent

Alliance Data - Westminster, CO

March 2018 to January 2019

- Monitored customer accounts for third party collections.
- Contact customers with overdue accounts and attempt to either collect the overdue amount or negotiate a payment plan to collect it in installments.
- Use credit bureau data, post office information, internet searches and other tools to try to locate customers who have moved or changed phone numbers.
- Maintain records of contacts and attempted contacts with delinquent account customers as well as records of any payments collected from the customer.
- Resolve customer issues and complaints concerning billing.

Payment Specialist

Parking Revenue Recovery Services - Aurora, CO

April 2017 to November 2017

- In charge of efficient cash flow reporting, posting cash receipts and analyzing chargebacks, as well as addressing and resolving issues on my own.
- Identified, researched, and resolved billing variances to maintain system accuracy and currency.
- Performed targeted collections on accounts that were past due for more than 30 days.
- Contacted clients who were behind on payments to set up payment plans and discuss restructuring options.
- Handled a high volume of inbound calls related to delinquent account reconciliation.

Education

Denver North High School - Denver, CO

2010

Skills

- Accounts payable (6 years)
- Project coordination (6 years)
- Account reconciliation (6 years)
- Google Suite (4 years)
- 10 key typing (6 years)

- Microsoft Outlook (6 years)
- QuickBooks (1 year)
- Data entry (6 years)
- Customer service (6 years)
- Accounts receivable (6 years)
- Materials management (1 year)
- Order entry (6 years)
- Filing (6 years)
- Phone etiquette (6 years)