



Tracie Clark

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SUMMARY

Reliable and friendly Customer Service Representative who quickly learns and masters new concepts and skills. Passionate about helping customers and creating a satisfying experience.

SKILLS

- Dependable and reliable
- Adaptive team player
- Strong communication skills
- Top sales performer
- Data entry
- Seasoned in conflict resolution
- Team leadership
- Customer service expert

EXPERIENCE

Project Coordinator Associate

Denver, CO

Sunrun/ Mar 2016 to Jun 2018

- Compared project documentation against the established criteria to make sure that it was meeting specific requirements.
- Explained solar program offerings and requirements to clients and answered related questions.
- Collected Homeowners associations applications and entered data into databases.
- Closely worked with Homeowners associations to verify requirements needed to install solar panels.

Property Analyst

Centennial, CO

Pulte Mortgage LLC/ Dec 2008 to Aug 2015

- Ordered, confirmed and did follow-ups on Final inspections.
- Ordered FHA case numbers.
- Coordinated with branch operations, appraisers and varies home inspectors via email and phone to gather needed information to schedule appointments.
- Escalations: Problem solving within time constraints so all parties involved needs were meet.

Sr. Client Services Liaison

Centennial, CO

Pulte Mortgage LLC/ Feb 2007 to Dec 2008

- Selected by company due to expertise in customer service to establish new department.
- Received incoming and made outgoing calls to review customers documentation and to answer questions.
- Filled out mortgage applications on line with customer
- Point of contact for difficult resolutions.
- Received consistent customer satisfaction results.

Loan Counselor / Sr. Loan Counselor

Centennial, CO

Pulte Mortgage LLC/ Mar 2001 to Feb 2007

- Directed and coordinated work completed by junior consultants and other consultants in respect to product, price and procedures.
- Reviewed files for compliance.
- Handled complex problems and issues by understanding the root cause of the issue and implementing solutions.
- While Sr. LC performed duties of loan counselor meeting all sales and production numbers.
- Increased customer service results by 16%, reaching customer service goal of 90/90.
- Received many recognition awards for outstanding customer service.

EDUCATION AND TRAINING

United States Air Force

Pittsfield High School-GED

Courses offered through companies and on job training

COMPUTER SKILLS

Intermediate Computer knowledge ,Microsoft office,Google apps, Salesforce