

Resume 630

OBJECTIVE:

Dedicated and well-organized professional to secure a position with your company utilizing my skills, training, education, and experience as a *Customer Service Representative, Manager*, and/or *Marketing Specialist*

SUMMARY OF QUALIFICATIONS:

- Over 15 years' experience in sales providing excellent Customer Service in a variety of settings, including debt recovery, event coordination, call center, and restaurant/café industries, assisting customers with their service selections, offering intelligent solutions customized to individual needs, assertively negotiating and securing contractual agreements, and resolving customers' issues to their complete satisfaction
- Management experience, supervising up to 5 employees, and proficient with some aspects of workforce development including interviewing, hiring, training, scheduling, delegating work orders, monitoring all work activities and employee/customer interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Dependable, trustworthy, and dedicated to giving top-quality customer service at all times meeting and/or exceeding customer expectations
- Strong communications, math, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects/assignments ahead of schedule
- Experienced using computers, Windows, MS Office, Internet research, and email

PROFESSIONAL EXPERIENCE:

03/22-Present *CEO*

Get Up and Go Trucking, LLC, Niagara Falls, NY

- Independent freight dispatcher
- Find loads from shipping companies and brokers and match them with carriers across the country.
- Negotiate and arrange transport of goods with shipping or freight companies.
- Provide reports required by the federal government for the drivers.
- Determine method of shipment and prepare bills of lading, invoices, and other shipping documents.
- Keep records of all goods shipped, received, and stored.

03/20-Present *CEO*

Chloe Long Productions, Niagara Falls, NY

- Produce music, theater production, poetry readings, documentaries, and short films.
- Write and direct music videos for artists.
- Schedule promotional or performance engagements for clients.
- Arrange showcases for people to come together and perform.
- Confer with clients to develop strategies for their careers, and to explain actions taken on their behalf.
- Put together soundtracks for those in attendance and sell them to those in attendance.

09/19-Present *Director*

I Am My Sistas Keeper Ministries (New Jerusalem Revival Center), Niagara Falls, NY

- Oversee and implement programs directed towards healing women and children; mind, body and spirit.
- Organize and coordinate healing retreats.
- Perform and enroll people into classes such as yoga.
- Help those in need with services such as housing and shelters.

08/18-3/19 *Disaster Recovery Specialist*

Small Business Association, Buffalo, NY

- Inbound customer service call
- Process loan applications
- Recovered data
- Contact representative for mobile unit during hurricanes and other natural disasters

10/16- 3/18 *Medical Customer Service Representative*

Secured Resolutions, Williamsville, NY

- Arranged payment plans for past due accounts
- Input data into computer

02/16 – 08/16 **Debt Recovery Specialist / Customer Service**

State and Federal Arbitration, Niagara Falls, NY

- Received some calls from customers and made up to 200 outbound phone calls per day to individuals delinquent in their payments on student loans, Master Card/Visa, and payday loans
- Coordinated payment plan strategies with customers and followed up at prescribed intervals, collecting up to \$13K per month
- Consistently met and exceeded all goals and objectives

11/14 – 01/15 **Debt Recovery Specialist / Customer Service**

Tomco Services Group, LLC, Niagara Falls, NY

- Received some calls from customers and made up to 200 outbound phone calls per day to individuals delinquent in their payments on Master Card/Visa and payday loans
- Coordinated payment plan strategies with customers and followed up at prescribed intervals, collecting up to \$14K per month
- Consistently met and exceeded all goals and objectives

11/04 – 09/14 **Teacher**

Niagara Arts & Cultural Center, Niagara Falls, NY

- Designed and developed curriculum and taught all phases of theater concepts in an after-school performing arts program including stage management, lighting, sound engineering, various stage positions, rehearsing lines/music/singing, monologues, prop building and usage, dance, and more
- Taught fundamentals and appreciation of music, classical music composers, voice training, line memorization, etc.

09/12 – 05/13 **Marketing Manager / Customer Service**

Yvonne's Bakery & Cafe, Niagara Falls, NY

- Designed and coordinated events to promote the space and services of the popular bakery and café
- Evaluated entertainment providers / musicians and hired/scheduled appearances
- Marketed and advertised events through flyers, mail, Internet, and print media
- Supervised up to 5 employees from interviewing, training, delegating work orders, to consulting with upper management for disciplinary measures/terminations

07/02 – 06/08 **Vice President**

Peace Queen Edutainment, Niagara Falls, NY

- Created, coordinated, and scheduled fundraisers at churches, cultural centers, community festivals to raise scholarship money for young high school-age unwed mothers to graduate high school and continue their education
- Organized and supervised promotion teams of up to 30 volunteers to market upcoming events
- Marketed and sold advertising to area businesses to promote events

08/06 - 07/07 **Choir / Vocal Director – Gospel / Theater Director**

Niagara School of Music / Niagara Arts & Cultural Center, Niagara Falls, NY

- Designed and taught vocal lessons for up to 25 children, ages 9 to 16, and showcased their talent in theater productions
- Taught all phases theater concepts including stage management, lighting, sound engineering, various stage positions, rehearsing lines/music/singing, monologues, prop building and usage, dance, and more
- Taught fundamentals of music, classical music composers, voice training, line memorization, etc.

EDUCATION, TRAINING, AND ACHIEVEMENTS:

Customer Service Certificate, 2016

New York State University SUNY ATTAIN Lab, Niagara Falls, NY

Real Estate Investing Training Certificate, 2012

Fortune Builders University, St. Louis, MO

Business & Office Management (course studies), 2009 - 2010

Niagara County Community College, Sanborn, NY

Theater and Communications (course studies), 1996 - 1997

Niagara County Community College, Sanborn, NY

Diploma, 1995

La Salle Senior High School, Niagara Falls, NY