

SUMMARY

A creative, self-motivated, professional with a record of increased responsibility. Proficient in prioritizing & completing tasks timely, flexible to multitask & collaborate if necessary. Customer focused, learner, enjoys development & learning new programs & processes. Attentive to detail & able to work in a fast paced environment & anticipate needs, as well as manage others in doing so with 6 years of experience in Quality assurance & overall 13 years of customer contact experience in a variety of industries. Excellent oral & written communication skills. Strengths: Input – Learner – Ideation – Activator – Achiever. Licensed Minister.

KEY SKILLS

- Coaching & Training
- Tech Support
- Customer Service
- Project Implementation
- Troubleshooting
- Advanced knowledge of MS Office
- Public Speaking
- Conflict Mediation
- De-escalation
- Excellent Verbal Skills
- Excellent Written Skills
- Data & Trend Analysis
- Interpersonal Communication
- Delegation of Tasks

WORK EXPERIENCE

2/20 - Current	<i>Cox Communications</i>	<u>Solutions Specialist</u> <ul style="list-style-type: none">- Sales, Customer Service, Billing Inquiries, Inventory Management, Customer Retention, Customer Education
11/18 – 2/20	<i>Wells Fargo</i>	<u>Account Resolution Specialist</u> <ul style="list-style-type: none">- Assist customers and negotiate to achieve agreement to arrange payments on collection accounts (Open & charged off Checking, Savings accounts both Personal & Business) to solve delinquency by providing an Excellent customer experience- Advanced knowledge of multiple systems (CACS, Hogan, ECMP, MARS, Speedpay, etc.)- Part of the Enterprise Complaint Management Platform (ECMP) pilot and provided feedback that was ultimately implemented in ECMP's final iteration.- CCS Engagement Team Lead: group formed by Michael Grossberg (Customer Contact & Collection Manager for CCS.) Facilitation, lead, and notes for meetings that address opportunities that have been identified as key topics across multiple town hall meetings and multiple businesses.
08/13 – 09/18	<i>Apple:</i>	<u>Mentor/Practical Trainer, Senior Mac+ Advisor</u> <ul style="list-style-type: none">- Training New Hire Front Line Associates for iOS & Mac product support technical & soft skills.- Solving complex customer & technical issues received via escalation.
10/09 – 12/19	<i>Poages Mill Church:</i>	<u>Youth Director, Audio/Visual, Social Media Director</u> <ul style="list-style-type: none">- Sunday School & Bible Study curriculum writing- Counseling and Teaching- Fundraising & Budgeting- Audio/Video during services & events- Manage & develop social media presences.
04/07 – 06/13	<i>Allstate:</i>	<u>Quality Control Analyst, Technical Support Analyst</u> <ul style="list-style-type: none">- Regression Testing, Data Analysis for Defects, New implementation, & Automation errors through Investigate, Identify, Evaluate, & Recommend for correction process.- Project Team Lead: Barriers Task Force- Project Lead: Agency Owned Technology Printer Project- Mentor/Practical Trainer for new hires.- Subject Matter Expert & Knowledge Base Writing
10/03 – 01/07	<i>Best Buy Inc.:</i>	<u>Digital Imaging/Wireless/Mobile Department Manager</u> <ul style="list-style-type: none">- Business Plan Development and Implementation- Coaching & Training execution for directs and subordinates- Maintain Department Scheduling & Budgeting- Recruit, Interview, and Hire New Employees- Performance Review

AWARD/ACTIVITIES

SkillsUSA Offices: National Post-Secondary Secretary 02 – 03, Virginia State Vice President 01-02, Burton Tech Center Chapter President 00-01, Chairman of Community Service, Safety, School Board, and Public Relation Committees 2000-2002 – represented org on 1 year anniversary of 9/11 event on National Capital Lawn

Roanoke County Schools: Founding member and co-chair of Student Advisory Council (SAC) School Board.

Musicians Guild of America: National Executive Council Board of Directors/Webmaster (2003 – 2005)

Allstate Technology Support Center: STAR Award for enhancing customer experience. (2007); Performance Bonus Award for creating plan and execution of improvements for support center employees with Barriers Task Force (2009); Creation, Implementation, & Facilitation of Customer Satisfaction Training. (2009)

I Am Second: Featured writer/contributor for launch campaign of "Live Second" book launch for iamsecond.com. (2012 & 2013 & 2019)

KARIS Magazine: Featured Online Contributor of regular articles/BLOGS

Bill's Truck Stop & Mountain City Auctions: Webmaster/Editor/Social Media Director

Apple: Gather Team Page Administrator/Editor; Weekly Gather Blog & meeting presentation to promote team engagement; Organize and lead team meetings

Factory 324: Booking & Promotion of Events, Coordination of talent, Publicize events, establish relationship with booking companies

Virginia House of Delegates: Lead House of Delegates in Opening Invocation on 2/18/19 for Presidents day open session

Authenticity Mags: Owner and Author/Social Media Director

EDUCATION / CERTIFICATIONS

Burton Technology Center

Electronics I - II, Information Technology I – III, CISCO I – IV, Industrial Cooperative Training, Professional Development Program American Degree

Virginia Western Community College

Cisco CCNA Net Academy Certificate Degree

CAREER OBJECTIVE

Become a member of leadership in a company involved in creating positive change, maintaining a position that allows me to mentor others in growth. Ensure Work/Life Balance that allows me to continue to pursue my passions.