

First M. Last

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Cincinnati, OH 45236

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Objective

To obtain a position that allows the utilization of my experience, knowledge and education to work in the customer service and administrative support fields.

Qualifications Summary

Detail-oriented individual with strong work ethic, reliability and determination. Experience in fast-paced environments and situations that called for intense problem solving and quick learning of concepts related to the task. Has excellent track record of employer satisfaction.

Education

State Technical and Community College

Associate of Arts Degree - GPA: 3.89

Member of Beta Kappa – International Honors Society

Cincinnati, OH

Graduation: June 2010

Related Courses:

Attended customer service training program in April of 2011.

Experience

DBO Bank

Administrative Support to Account Specialists

Cincinnati, OH

04/18/09- Present

- Review and route department mail to proper locations throughout the company
- Maintain multiple databases which track sales and account activities
- Update (monthly) the status of over 500 accounts
- Receive updates from attorneys regarding mortgage accounts
- Contact city governments to obtain information regarding condemned homes or properties which have been deemed to need structural or cosmetic work
- Inquire on status of tax payments on Michigan properties owned by DBO Bank
- Track accounts not updated within 30 days; send notifications to responsible employee
- Order and upload scanned documents
- Complete assigned miscellaneous projects assigned by management

Temp. Employee with Office Enterprises
Escrow Processor

Cincinnati, OH
12/22/08-4/14/09

- First contact to all parties involved in the purchase of homes
- Preparation of files to forward to the closing department
- Assisted in preparation of title work including legal descriptions and deeds
- Ensured the follow up and maintenance of 60-100 accounts at a time in a queue
- Reviewed deeds for accuracy
- Acquired orders for land surveys
- Maintained current knowledge of FNMA guidelines for the sale of homes

Cincinnati Home Buyers Realty
Administrative Support and Office Management

Cincinnati, OH
05/1/06-11/3/08

- Provided service via phone, e-mail and personal contact for all client needs
- First and prominent contact with clients
- Coordinated home purchases with client, seller, title company and lender
- Created presentations for showcasing products using Microsoft PowerPoint
- Developed and maintained spreadsheets which utilized Microsoft Excel
- Tracked company productivity
- Furnished and reviewed contracts of sale for investment homes
- Worked with appraisers to schedule and submit appraisals of investment homes
- Maintained company computers and office supplies
- Via-Microsoft Excel, created company time-card system

International Driving School, Inc.
Administrative Assistant and Driving Instructor

Cincinnati, OH
03/10/03-04/20/06

- Taught first-time teens, teen remedial and adult remedial driving classes
- Tutored students individually
- Worked closely with customer complaint calls to remedy the situation
- Tracked productivity of customer service representatives
- Designed and maintained spreadsheet to track instructor car mileage
- Maintained a fleet of over 20 cars