

# RESUME ID#102

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## Objective:

Highly motivated, knowledgeable, and results-driven to secure a position with your company utilizing my skills, training, education, and experience in *Debt Recovery, Customer Service, Marketing, Sales, Funeral Home Resident, or other position as applicable*

## Summary of Qualifications:

- Over 10 years' experience in sales and providing the highest standards of customer service in the debt recovery, funeral home and restaurant industries, assisting clients and customers with their product/services requirements, requests, and selections, offering intelligent solutions customized to individual needs, and resolving issues to their complete satisfaction
- Over 4 years' experience as a Resident Funeral Director with additional responsibilities to perform complete embalming duties as directed or necessary, proficient with every client and commended highly for work performed to prepare individuals for viewings by family members
- Experienced working collaboratively with families and individuals, educating individuals for procedures and protocols, and managing all expectations
- Trains new personnel upon supervisor requests including delegating orders to gauge comprehension of job duties and responsibilities, monitoring all work activities for quality, expediency, safety, and proper employee/customer interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Strong communications, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects and assignments on-time or ahead of critical deadlines
- Familiar with using computers, Windows, Internet research, and email
- Works well independently or collaboratively in a team environment

## Professional Experience:

08/2017 to 01/2018

### ***Point Caller / Debt Recovery***

Meridian Capital Management, LLC, Gasport, New York

- Selected to call individuals delinquent on their payments on large balance Master Card, Visa, retail store credit cards, and other debts
- Made high volumes of outbound calls to provide contact numbers to consult with appropriate personnel for reconciliation
- Consistently met and exceeded all daily quotas while fully compliant with all FDCPA laws
- Maintained good rapport with debtors and collaborated/coordinated with in-house debt recovery specialists as needed
- Recognized and commended for various performance metrics and awarded bonuses accordingly

08/2016 to 02/2017

### ***Warehouse Associate / Shipping & Receiving***

Par-Med Pharmaceuticals, Niagara Falls New York

- Assigned to specialized warehouse duties, performing inventory management with barcode scanners, organizing warehouse shelves, keeping the warehouse space clean, and performing pick-and-pack order placing for pharmaceuticals to be shipped out to clients throughout the world, including pharmacies, hospitals, clinics, nursing homes, etc.,
- Consistently met and/or exceeded all production goals and objectives

05/2011 to 08/2016

### ***Food Prep / Cashier***

Viola's, Niagara Falls New York

- Prepared food for a limited menu but very well-established take-out restaurant
- Prepared food to customers' exact specifications, preparing made-to-order hot and cold subs
- Operated the cash register, cashed-out customers' orders, returned change as needed, and maintained balanced drawers
- Answered inbound calls for carry-out orders

**EDUCATION, TRAINING, and ACHIEVEMENTS:**

*Bachelor of Science in Mortuary Science, 1992*

SUNY College at Canton, Canton, New York

*Regents Diploma, 1982*

Niagara Wheatfield High School, Sanborn, New York

**AFFILIATIONS:**

*Resident Funeral Director Member, 1992 and in Good Standing*

Funeral Directors Association of America, Union City, Georgia