

Resume 531

OBJECTIVE:

To secure a position with your company utilizing my skills, training, and experience as a *Driver / Transporter*.

SUMMARY OF QUALIFICATIONS:

- Over 8 years' experience in sales and providing excellent customer service in a variety of settings, including debt recovery and telemarketing industries assisting customers with their service selections, presenting intelligent options and solutions depending on their situational needs, negotiating pricing and terms, securing agreement and collecting payments, and resolving issues to their complete satisfaction
- Over 5 years' experience as a Driver, performing pre-and post-trip inspections, keeping detailed logs, and in full compliance with all Federal, State, and DOT laws and regulations, maintaining communications with mobile devices, and ensuring the safety of students at all times.
- Establishes rapport quickly with a diverse customer population, recognized for personal and professional integrity, cultivating and maintaining positive interpersonal relationships, and collaborating to develop mutually beneficial solutions through interactions with teams, managers, and customers
- Strong communications, math, analytical, and problem-solving skills
- Operates multi-line phone systems, copiers, fax machines, printers, scanners, etc.
- Experienced using computers, Windows, MS Office, proprietary software, data entry, Internet research, and email
- Highly-motivated professional that conducts himself with honesty and integrity at all times
- Dependable, trustworthy, and dedicated to giving top-quality customer service at all times
- Multi-tasks effectively, learns new systems quickly, and completes all assignments on time or ahead of schedule
- Works well independently or collaboratively in a team environment

PROFESSIONAL EXPERIENCE:

12/18 – 06/21 *Driver*

Buffalo Transportation, Buffalo, NY

- Operated vehicles with specialized equipment, such as wheelchair lifts, to transport and secure passengers with special needs.
- Arranged to pick up particular customers or groups on a regular schedule.
- Drove shuttle busses to transport passengers to and from medical appointments.
- Reported delays, accidents, or other traffic and transportation situations, using telephones or mobile two-way radios.
- Tested vehicle equipment, such as lights, brakes, horns, or windshield wipers, to ensure proper operation.
- Checked the condition of a vehicle's tires, brakes, windshield wipers, lights, oil, fuel, water, and safety equipment to ensure that everything is in working order.

11/15 – 10/18 *Driver*

Aries Transportation, Buffalo, NY

- Secured passengers for transportation by buckling seatbelts or fastening wheelchairs with tie-down straps.
- Provided boarding assistance to elderly, sick, or injured people.
- Communicated with dispatchers by radio, telephone, or computer to exchange information and receive requests for passenger service.
- Followed relevant safety regulations and state laws governing vehicle operation and ensure that passengers follow safety regulations.
- Prepared and submitted reports that may include the number of passengers or trips, hours worked, mileage, fuel consumption, or fares received.
- Performed routine vehicle maintenance, such as regulating tire pressure and adding gasoline, oil, and water.

09/14 – 09/15 *Debt Recovery Specialist*

Migliaccio and Associates, North Tonawanda, NY

- Made up to 200 outbound phone calls per day to individual's delinquent in their payments on ACE Cash Express, payday loans.
- Coordinated payment plan strategies with customers and followed up at prescribed intervals, collecting approximately \$7K per month.
- Traced delinquent customers to new addresses by inquiring at post offices, telephone companies, or credit bureaus.
- Sorted and filed correspondence and perform miscellaneous clerical duties, such as answering correspondence and writing reports.

10/11 – 09/14 ***Debt Recovery Specialist***

Northstar Location Services, LLC, Cheektowaga, NY

- Made up to 200 outbound phone calls per day to individual's delinquent in their payments on Discover Card and auto loans
- Coordinated payment plan strategies with customers and followed up at prescribed intervals, collecting up to \$14K per month
- Arranged for debt repayment or establish repayment schedules, based on customers' financial situations.
- Consistently met and/or exceeded all sales goals and objectives
- Performed various administrative functions for assigned accounts, such as recording address changes and purging the records of deceased customers.

07/08 – 10/11 ***Debt Recovery Specialist***

Capital Recovery, Niagara Falls, NY

- Received some calls from customers and made up to 200 outbound phone calls per day to individual's delinquent in their payments on payday loans
- Coordinated payment plan strategies with customers and followed up at prescribed intervals, collecting approximately \$5K per month
- Recorded information about financial status of customers and status of collection efforts.
- Answered customer questions regarding problems with their accounts.

EDUCATION:

GED, 2004

Adult Education Center, Lockport, NY