

Resume 1036

OBJECTIVE:

Motivated and dependable professional with experience in customer service, debt recovery, team training, call-floor management, and childcare. Proven ability to lead teams, maintain productivity, handle sensitive financial accounts, and create positive, structured environments for both customers and children. Quick learner with strong communication skills and a dedication to helping people succeed.

SUMMARY OF QUALIFICATION:

- Over 5 years of combined experience in customer service, call-center operations, childcare, and team support.
- Strong background in supervising cashier teams, training new staff, and maintaining smooth front-end store operations.
- Experienced call-floor leader with skills in coaching representatives, tracking performance, and ensuring compliance.
- Skilled in debt recovery, including federal student loan collections, payment plan setup, account rehabilitation, and payment processing.
- Ability to manage high-volume call environments while maintaining professionalism, accuracy, and empathy with clients.
- Hands-on childcare experience working with infants through age 8, providing educational activities, reading, & daily care.
- Excellent communication, multitasking, and problem-solving skills across diverse work environments.
- Reliable, adaptable, and able to learn new procedures quickly.

PROFESSIONAL EXPERIENCE:

12/2022 – Present **Domestic Engineer**
Self, Gasport, NY

- Managed daily care for children, including support with feeding, hygiene, learning activities, and emotional development.
- Coordinated and attended medical, dental, and school appointments, ensuring proper follow-up and communication with providers.
- Maintained a structured household schedule, balancing childcare needs with errands, meal planning, & home organization.
- Supported early learning through reading, developmental activities, arts and crafts, and age-appropriate educational projects.

10/2022 – 12/2022 **Point Caller**
Claims Recovery Financial Services, Albion, NY

- Contacted borrowers regarding federal student loan accounts and assisted with repayment solutions.
- Guided individuals through payment plans, rehabilitation processes, and debt-resolution options.
- Collected payments while ensuring compliance with federal regulations and agency standards.
- Maintained accurate documentation and met daily call and recovery goals.

05/2022 – 06/2022 **Assistant Lead Teacher**
P. Raising Kids, Medina, NY

- Worked with children ranging from infants to age 8 in a structured classroom environment.
- Provided daily care, engaged children with reading, creative projects, and educational activities.
- Supported lead teachers with lesson planning, behavior management, and maintaining a safe environment.
- Communicated effectively with parents and staff about children's progress and needs.

03/2019 – 03/2021 **Floor Manager / Point Caller**
River Tree Recovery, Gasport, NY

- Managed call-floor operations to ensure representatives met productivity and call-handling goals.
- Trained new team members in call procedures, compliance requirements, and communication standards.
- Monitored call performance and provided coaching to improve results.
- Oversaw general debt-related calls, assisting clients with account resolutions.

05/2018 – 03/2019 **Assistant Head Cashier**
Valu Home Center, Medina, NY

- Supervised front-end operations and supported cashiers throughout daily store activities.
- Managed end-of-shift money handling, including counting registers, balancing tills, and securing daily deposits.
- Trained new employees to ensure company policies and service standards were met.
- Assisted with scheduling, shift coverage, and store opening/closing tasks.

EDUCATION and TRAINING:

High School Diploma
Lyndonville Central High School, Lyndonville, NY