

ADE SANYA

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SUMMARY

A quality-oriented customer service and collection expert who has the ability to identify customers need and deliver effective solution to problems. Dedicated to provide highly qualitative and positive customer care experience. Very personable and professional under pressure with motivated energetic nature.

SKILLS

- Dependable and Reliable
- Great Customer service and interpersonal skills
- Ability to identify customer needs and offer solutions
- Organizational and problem solving skills
- Collaborative and effective team player
- Analytical capacity and Research Skills
- Scheduling
- Office management

PROFESSIONAL EXPERIENCE

[2010 - Date]

Customer service specialist

Accurate Taxes

Houston. Texas

- Answered phone calls and assisted clients with questions
- Entered material loads into the tax system and scheduled appointments for tax preparation
- Review financial records, such as income statement and different forms(such as the W2, mortgage statement, 1095b, 1095c,1098)
- Assist in preparing simple tax returns for individuals.
- Responsible for all office material management
- Respond to questions and concerns about tax service
- Counsel customers on options for service
- Consistently improve customer satisfaction through expert resolution of conflicts, issues and concerns.
- Balanced daily cash payments with a zero error rate

[2006 - 2010]

Cashier/Sales Associate

Loehmanns

Houston. Texas

- Greeted Customers and efficiently handle their needs quickly in a professional manner
- Processed payment in POS system and answered merchandise questions from customers
- Maintained Sales area by organizing merchandize, restocking shelves and keeping the area and floor clean
- Set up promotional displays and retagged clothing
- Assisted customers with alternative sizes and accessory choices

[2001- 2006]

Collection specialist

Capital one bank (Risk management alternatives)

Houston. Texas

- Skip traced, received volumes of in-bound and out bound calls for account payments.
- Coordinating activities supporting company's customer credit and collections policies for individual and B2B commercial accounts
- Worked in conjunction with the credit manager and assisting the cash specialist as necessary to insure proper application of customer remittances.
- Kept credit Manager informed of serious credit and collection problems and major changes in account status
- Contacted customers to resolve past due invoices and other complex issues
- Streamlined corporate company credit and collections procedures for aggregated customer portfolios
- Provided prompt resolution to customer inquiries by providing appropriate and accurate information.
- Tracked details of account balances, payments and updating customer's information
- Collected debt in compliance with the provision of the FDCPA and internal performance standard.
- Worked in a team to resolve payment discrepancies, imbalance of accounts, process improvement and others.
- Analyzed credit worthiness of all open credit Accounts
- Tactfully and efficiently handles customers needs in a professional manner
- Promoted adherence to the company's values and operating principles
- Followed up in a timely manner to ensure customer satisfaction.
- Rendered professional customer service support and financial guidance to customers