

JOAN E. ISIDORO
Lake Forest CA 92630
Phone: (949)306-4449
E-mail: isidorojoan@yahoo.com

To obtain a position with a dynamic organization providing the opportunity to contribute by utilizing experience, training and capabilities as a Sr. Collection Specialist.

Senior Collections Specialist - Closer

Global Asset Management Group, Inc. Orange, CA 92868
2/2013 to Present

Collections on charged off credit card accounts, LOC and checking accounts.
Received award for 2015 and 2016 Top Closer.
Knowledge of FDCPA regulations and procedures.
Training of new employees.

Collections Specialist

Balboa Capital Irvine, CA
10/2011 to 11/2012

Collections on delinquent leasing equipment. For example: Tractors, trailers, water dispenser accounts.

Collections Specialist – Accounts Receivable

Vision Solutions Inc, Irvine, CA
2/2009 to 9/2011

Business to business collections managing and maintaining a systematic flow of all current and delinquent domestic and international accounts/invoices. Prepared a bi-weekly report for management detailing actions taken on all accounts/invoices over 60 days and over \$10,000 balances. Developed and maintained strong partner relationships, internal and external.

Collections Specialist

Mattson Resources, Costa Mesa, CA
8/2008 to 1/2009

Temporary assignment for Vision Solutions. Recovery of old AR aging report with balance of \$2,000,000. Brought in \$1,000,000 within a 6 month period. Outcome to direct hire.

Collections Representative

Pacific Dental Services/DCY, Irvine, CA
10/2007 to 05/2008

Responsible for resolution of delinquent dental loans from 60-299 days.
Recommended and prepared delinquent loans for charge-off. Consistently met and exceeded monthly call volume and goal requirements. Knowledge of HIPPA.

Sr. Loss Mitigation Specialist

Two Jinn, Inc. Aladdin Bail Bonds, Carlsbad, CA

7/2006 to 5/2007

Responsible for resolution of delinquent bail bond accounts 301-1000 days delinquent. Prepared unresolved accounts for small claims and superior courts. Trained new hires and created Loss Mitigation Department training agenda for new and existing employees. Appointed trainer of new collection software, GA Bonds. Exceeded monthly call volume and goals. Broke company record for most dollars collected. Knowledge of FDCPA regulations.

Recovery Specialist 3

Eagle Community Credit Union, Lake Forest, CA

8/2005 to 6/2006

Responsible for collection and resolution of auto and mortgage loans. Recommended continued delinquent auto loans for auto repossession and small claims court, appearing in small claims court as needed. Developed and maintained relationships with repossession vendors regarding locating collateral for automobile repossession. Knowledge of FDCPA regulations and experience in extensive skip-tracing. Assisted collection manager with training and development of new and existing employees.

GREAT PLAINS, SALESFORCE, SOFTRAX ACCOUNTING, MICROSOFT
WORD, GA BONDS, DEBTMASTER

Katella High School

Saddleback Junior College Paralegal Program

30 Years Food and Beverage Experience

Name Joan Anderson

Servers Test

Score 31 / 35

Multiple Choice

1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

D Scullery

E Queen Mary

A Chaffing Dish

B French Passing

G Russian Service

F Corkscrew

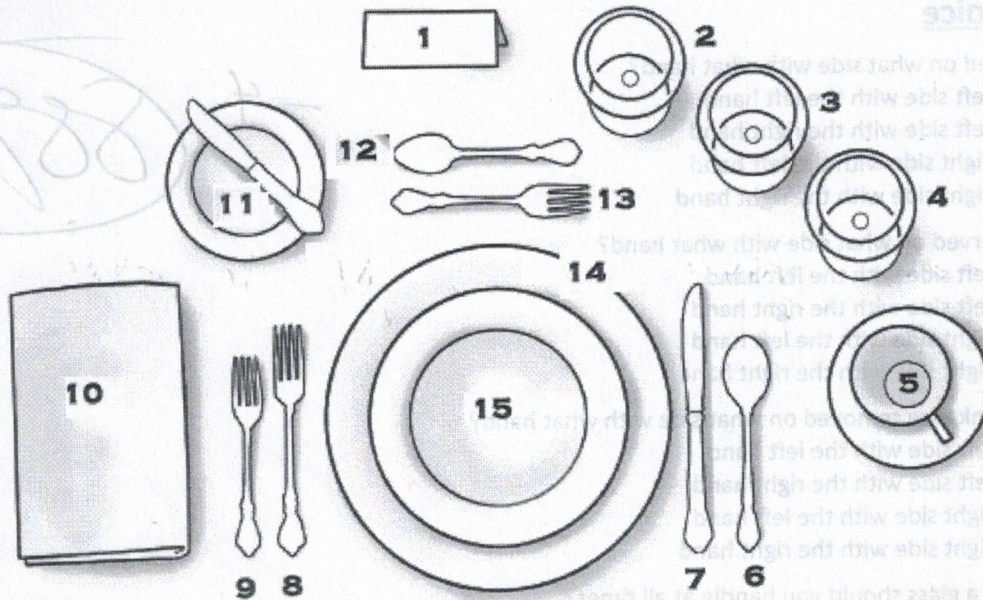
C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

Name _____

Servers Test

Score / 35



Match the Number to the Correct Vocabulary

- | | | | |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin | <u>8</u> | Dinner Fork |
| <u>11</u> | Bread Plate and Knife | <u>5</u> | Tea or Coffee Cup and Saucer |
| <u>1</u> | Name Place Card | <u>7</u> | Dinner Knife |
| <u>12</u> | Teaspoon | <u>2</u> | Wine Glass (Red) |
| <u>13</u> | Dessert Fork | <u>9</u> | Salad Fork |
| <u>6</u> | Soup Spoon | <u>14</u> | Service Plate |
| <u>15</u> | Salad Plate | <u>3</u> | Wine Glass (White) |
| <u>4</u> | Water Glass | | |

Fill in the Blank

- The utensils are placed 5 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? cream / sugar
- Synchronized service is when: the servers come out and serve @ once to
- What is generally indicated on the name placard other than the name? # of guests
- The Protein on a plate is typically served at what hour on the clock? 6
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?
notify management