

Adolphine Mujinga Mukendi-Mutombo

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Dallas TX, 75213
214-931-3240

OBJECTIVE: Seeking to expand experience in the professional field of business administration and financial management utilizing acquired professional skills to ensure customer satisfaction. Demonstrated ability to acquire technical knowledge and skills rapidly. Innovative problem solver, able to see the business and technical sides of a problem. Proven leadership, negotiation and problem resolution abilities. Exceptional communication skills, both oral and written.

QUALIFICATION SUMMARY

- Expert knowledge of business administration and financial management within the bank, retail, security, rental and health care industry
- Proficiency with Windows 7, Microsoft Word, Excel, PowerPoint, and Outlook
- Innovative problem solver with proven leadership skills and emphasis on interpersonal communication
- Aim to provide outstanding administrative support while exceeding company expectations
- Fluent in French with excellent grasp of translation and interpretation

Dallas Life, Dallas, TX
Security Monitors

August 2019 to Present

- Secures premises and personnel by making sure property stay safe for clients
- Monitoring entrance of every guests or residents and inspecting their bags to ensure there isn't any prohibited devices or illegal products inside the facility
- Verify work slip for every resident, contacts intake workers for new client's entrance to the shelter/transitional housing
- Discuss any concerns to superiors regarding internal and external customers' needs and wants

Temporary worked for **GMS and Teletec** Firm Orlando Florida as a customer Service Medicaid Representative.

November 2018-December 2018

GC Services Contractor of Verizon, Saint Louis, MO
Fraud Analyst

August 2017- August 2018

- Assist in resolving credit application problems
- Prevent Fraud on products and services
- Open cases on fraudulent activities
- Resolve issues that customers have regarding products and services
- Handle miscellaneous escalated Call
- Analyze account by ensuring proper document are provided to release service
- Review orders and make sure customer still desire service

US Bank Corporation, Irving, TX
Default Bankruptcy Management Agent

April 2015-February 2017

- Ensured Analyst enter the correct information in the system and made corrections when necessary.
- Verify all document were uploaded in the system

- Analyze all assigned account by updating and correcting information when necessary.
- Audit accounts by ensuring that all required documents are provided in the system
- Manage document and all files to ensure everything was done proficiently

Mortgage Customer Service Specialist Earth City, MO

April 2014-2015

- Provides superior customer service over the phone.
- Assist members with questions concerns, and disputes as it relates to their mortgage.
- Assist members in settling payment issues and delinquent accounts.
- Transfer mortgagor to the collections department to process all possible past due payments while addressing member concerns.
- Process Account Change Request Forms including name change, change of address, EFT change etc.
- Manage Mortgagor accounts by evaluating terms of the loan and interest to assist mortgagor with various questions
- Resolve credit card dispute requests and assist insurance agents with premium policy information. In addition, provide payoff request for the loan
- Make necessary changes on the mortgagor escrow accounts which deal with personal tax property and insurance.

Cintas Corporation, Saint Louis, MO

April 2012 – May 2013

Accounts Receivable Clerk

- Conducted asset recovery management via telecommunication and written correspondences
- Assisted over 90 customers daily with history assessments and posting payments
- Organized and file customer information in an effort to track and exceed monthly goals
- Managed all receivable inventory through electronic filing systems
- Posting all cash receipts, discounts, allowances, price difference, returns and other charge backs to customer accounts timely and accurately.
- Maintained up-to-date billing system
- Followed up, collection and allocation of payments
- Carried out billing, collection and reporting activities according to specific deadlines
- Monitoring customer account details for non-payments, delayed payments and other irregularities

ADT Security Services, Kansas City, MO

August 2006 – January 2012

Customer Support Specialist

- Performed troubleshooting and scheduled technicians to resolve equipment issues
- Performed outbound and inbound customer calls to resolve alarm activation signals
- Ensured excellent customer service and electronic safety maintenance
- Provided security risk management for residential and commercial properties
- Alerted customers and law enforcement of emergency signals
- Monitored national, government, and UL certified accounts
- Supervised employee when requested by managers
- Mentor associate on how to meet and exceed company expectations

Education

Texas A & M Commerce Master of Science emphasis Management 12/2014- 12/2015

Park University Bachelor of Art emphasis Management and Finance 01/2008- 12/2009