

Denesha Adams

Client Support Specialist

Contact

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Dallas, TX 75241
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214-207-2055

Education

Dallas County
Community College
Dallas, TX 75241
January 2024 – present
Business Accounting Major
(in progress)

Wilmer Hutchins High School
High School Diploma
Dallas, TX, May 2018

Key Skills

Proficiency in Microsoft Suite
Strong work ethic
Critical thinking
Troubleshooting
Leadership/Teamwork
Excellent customer service skills
Detail-oriented

Objective

To leverage my customers service skills and passion for mixology in a dynamic environment as a bartender, providing exceptional service and creating memorable experiences for patrons.

Experience

DECEMBER 2022 - PRESENT

Auto Collection Representative

Mechanics Bank Auto Finance
Irving, TX

- Manage and monitor a diverse portfolio of delinquent auto loan accounts, ensuring prompt resolution and recovery.
- Utilize effective communication channels including phone and email to engage customers in discussions regarding account status and payment options.
- Maintain meticulous records of all interactions and transactions, ensuring accuracy and compliance.
- Provide exceptional customer service, addressing inquiries and concerns promptly and professionally.
- Educate customers on available options and provide guidance for optimal account management.
- Prepare and submit comprehensive reports on collection activities, account status, and recovery rates.
- Act as a mentor and provide ongoing support to new team members during their onboarding period.

FEBRUARY 2021 – DECEMBER 2022

Phone Bank Teller

First Convenience Bank
Dallas, TX

- Delivered high-quality account services to clients, covering a wide range of retail banking products and services.
- Supported full servicing of various account types including checking, money market, business, trust, IRA, and CD products.

- Ensured adherence to strict service standards, maintaining a superior level of customer satisfaction.
- Assisted supervisors in handling escalated calls from team members, providing effective resolutions and support.

MAY 2019 – MARCH 2020

Security Flex Officer

Allied Universal

Dallas, TX

- Implemented sound judgment to maintain premises security, ensuring safety for clients and customers.
- Managed scheduling and coordination of appointments via email, ensuring efficient operations.
- Handled package deliveries, ensuring accurate and timely distribution to associates.
- Provided assistance and support to customers as required, demonstrating a helpful and courteous demeanor.

Communication

Implemented new procedures and technologies that improved efficiency and streamlined operations.

Leadership

Successfully led a team to exceed sales goals while maintaining excellent customer satisfaction scores.

References

Available upon request.