

# VICTORIA SHEPARD

## **Integrity Driven**

Norcross, GA

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6789333083

Motivated leader with over fifteen years in the customer service/collections arena. Possessing strong sales consulting abilities, financial analysis, technical system performance/adaptability, retention, order management, Logistics, workforce management, training, development, finance, and marketing skills. A leading customer service professional comfortable working within a progressive, fast-paced workforce.

Willing to relocate to: Tampa, FL

Authorized to work in the US for any employer

## Work Experience

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### **Housekeeping Supervisor**

InTown Suites Extended-Stay Living - Norcross, GA

April 2018 to Present

Cleaned guest rooms in accordance with company guidelines. Maintained, monitored, and evaluated guest behavior patterns and suspicious activity. Communicated with property management to ensure world class customer service targets met. Maintained cleanliness and detailed workspaces for guest and colleagues.

### **Customer Service Manager**

Walmart - Atlanta, GA

September 2006 to May 2018

Completed store inventory, P&L statements, accounts receivable, accounts payables, performed daily bank deposits. Manager a crew of 15-20 associates on company policies, procedures, and technical customer support analysis for store PCM systems. Quick books and v lookup excel charting performance reviews.

### **SR COLLECTOR SPOC**

Green Tree Mortgage - Kennesaw, GA

October 2015 to January 2016

Made inbound and outbound calls on manual and automatic Avaya dialer to customers with delinquent mortgage loans and car payment debt. Performed credit analysis while educating customers on Beacon scores and credit rating. Trained new hires on policies and procedures including FDCPA guidelines.

### **Collector III**

ADT SECURITY SERVICE - Jacksonville, FL

March 2014 to October 2014

Sold products and services offered by ADT companies. Positioned sales offer to fit customer needs in order to upsell and/or retain account. Responsible for establishing positive sales and churn propensity rates for forecasted target goals.

## **Test Lead Analyst- Account Retention Manager**

AT&T - Atlanta, GA

October 2006 to January 2014

- Managed a group of 15-20 agents while providing positive and negative feedback on retention skills. Gave solutions to regain the trust of the customer to retain the business.
- Ensured system capacity, performance, and failure recovery architecture including design and execution of non-functional tests.
- Professional and effective communication skills with other departments to resolve and correct data errors prior to account billing.
- Took escalated calls from retention agent's generally technical and billing related issues. Responsible for project set-up of large and complex programs.
- Produced adherence, workflow, AHT, save rate, and save unit reports for leadership team.
- Coordinated with Project Team, Contracts and Accounting to ensure compliance with reporting and data integrity requirements.
- Training provided to agents on company systems (CCTool, CPE, Rumba, SEIBEL, JAVA applications, & RMT applications)
- Coached and developed agents on rapport and morale building skills to help with their job duties.
- Worked with other escalated groups (Tier II Tech Support, OSG, and T1 Landline Support)
- Developed and unit tested Java based JEE/Spring applications including design and implementation of new architecture and applications.
- Assist Management on special projects, Promptly resolves complex customer complaints concerning project controls and invoices

## **LEAD SKIP TRACER LATE STAGE COLLECTIONS COUNSELOR**

CitiBank/CitiCards - Jacksonville, FL

October 2003 to December 2006

Made inbound and outbound calls using a Mosaix dialer to customers with delinquent credit card debt. Performed credit analysis while educating customers on Beacon scores and credit rating. Trained new hires on policies and FDCPA guidelines. Prepared and presented accurate, timely, and relevant financial analysis to various levels of management.

## Education

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### **Bachelors of Science in Business Management**

University of Phoenix - Atlanta, GA

April 2004 to October 2015

### **DIPLOMA in GENERAL STUDIES**

ORANGE PARK HIGH SCHOOL - Orange Park, FL

September 1999 to June 2001

## Skills

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MOSAIX (10+ years), LEXIS NEXIS (10+ years), CPR CERTIFIED (Less than 1 year), CRM (10+ years), CUSTOMER RELATIONSHIP MANAGEMENT (10+ years), AVAYA DIALER SWITCHBOARD (10+ years),

Housekeeping Supervisor, Janitorial, Hospital, Houseman, CSR, Call Center, Customer Service, Customer Care

## Additional Information

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### SKILLS SUMMARY

- Lexis Nexis
- SpeedPay
- Rumba
- Adobe Suite
- SalesForce (CRM)
- V lookup
- Microsoft Excel Advanced Formula knowledge
- Excel graphing and pareto chartin
  
- Microsoft Suites
- Hyperion Financial Tools (Essbase)
- Data Management
- Advanced Data Entry
- CPR Certified
- Mosaix Dialer, Avaya