

JULIANNE GOLDYN

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SUMMARY

Practical experience with proven skills to improve effectiveness of a business through accounting, administrative logistics, and excellent customer-service and communication skills.

- Managing and implementing ideas from initial concept through final production; by leading as a team advocate with strong coaching and mentoring skills. Manage and Developed data bases.
- Being persistent in follow –up and seeking resolution with a willingness to do any task to accomplish the desired results.
- Becoming an effective change agent, in diverse environments such as college, manufacturing, retail, and financial/banking industries by improving productivity and efficiency using quality improvement methods, thereby streamlining business processes and procedures.
- Recommending strong profit contributions to employers by utilizing strong problem solving and decision-making skills.
- Proficiency in PC applications, AS400, Word, Excel and Access.

EXPERIENCE

VANDERBILT MORTGAGE Greensboro, North Carolina

2005 to 2010

Titles and Acquisitions Analyst

- Processed title applications to change lien holder name and address complying with state regulations.
- Exceeded department goals of 500 a month by 150 eleven out of twelve months for five years.
- Performed follow-up on outstanding submissions achieving resolution while complying with department standards.

GREENSBORO COLLEGE Greensboro, North Carolina

2000 to 2004

Coordinator (Student Accounts)/ Collection Officer

- Educated students and their families about the Financial Aid process. Investigated and responded to all inquires; negotiated repayment schedule for past due loans, tuition and fees.
- Contacted students and their families regarding current financial status. Counseled and recommended options for debt management.
- Managed federal and institutional loan portfolios.
- Counseled and educated students on terms and conditions of Federal Perkins Loan Program and Institutional Loans.
- Performed regulatory maintenance complying with Federal Regulations.

- Assigned as the back up for cashier, switchboard.
- Researched misapplied payments.
- Assisted with the registration screening process.
- Served as liaison between the college and outside collection agencies and loan service organizations.
- Managed and collected delinquent account receivables.
- Manage Perkin Loan and Institutional Loan Data base.

OAKWOOD HOMES Greensboro, North Carolina

1996 to 2000

Accounts Receivable Specialist

- Managed and processed customer payments, analyzed and researched discrepancies and made appropriate debit/credit adjustments.
- Made several recommendations to management that improved various processes.
- Maintained automated payment file and processed return checks.
- Trained, monitored, coached and motivated employees on job readiness skills.
- Up-trained for job initiatives and career development.
- Project lead- person on process improvement and efficiency measurements that enhanced business workflow.
- Managed and maintained Ach Draft data base.

LEVOLOR HOMES High point, North Carolina

1993 to 1996

Customer Representative

SUMMIT CREDIT UNION Greensboro, North Carolina

1991 to 1993

Member Service Representative

NATIONS BANK (BANK OF AMERICA) Greensboro, North Carolina

1988 to 1991

Paying and Receiving Teller

EQUITABLE BANK (BANK OF AMERICA) Baltimore, Maryland

1971 to 1988

Supervisor Lock Box

Account Relationship Coordinator

Operations Specialist

EDUCATION

Greensboro College

Greensboro, North Carolina

B.S., Business Administration and Economics

May 1999

VOLUNTEER ACTIVITIES

Greensboro Urban Ministry

Triad Flight of Honor