

SANDY C. REDDING

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5856 Old Oak Ridge Road Apt 607, Greensboro, NC 27410

SUMMARY

Attention to detail, creating and providing solutions. Relationship and consensus builder. Motivator and Negotiator

QUALIFICATIONS

Accounts Receivable
Customer Service
Microsoft Office
Microsoft Excel

Presentation Skills
Productive Business Relationships
Leadership Skills
Microsoft Outlook

WORK EXPERIENCE

December 2008- June 2009

United States Department of Commerce

Receptionist/Office Support

- Effectively managed 20-40 office and field employees while manning a multiline computer phone system
- Handled full position duties, including greeting visitors, during training

December 2007-May 2008

The Telephone Centre

Data Entry Market Researcher

- Developed clients for market research through persuasion and interpersonal skills
- Sold customer on benefits of products and/or service.
- Consistently met and surpasses production goals.
- Executed daily operations of team production goals.
- Successfully managed each account
- Increased companies profitability by 20 percent per month.

March 2006-November2006

Greater Greensboro Merchants Association

Collections Specialist

- Exceeded daily performance standards expectations by 2-3 times

February 2001-August 2006

Citigroup

Collections Specialist

- Recovered \$112,000 as a new employee
- Trained and managed others in collection techniques
- Increased companies profitability by 10-20% per department
- Resolved credit issues by selling options
- Increased revenue in four divisions by 20-40% through effective listening, communication and negotiating skills
- Excelled in PowerPoint presentations

EDUCATION

UNC-Greensboro, Greensboro, NC. Classes in Psychology curriculum. Achieved academic honors 1st semester.

AWARDS

Numerous performance, merit and attendance awards. Market research relationship building certificates