

Maci Moody

Las Vegas, NV macimoody35@gmail.com

725 218 6763

I'm a hard worker with an engaging personality, looking to expand my education and experience. I possess excellent communication skills, allowing for the cultivation of positive and mutually beneficial business relationships, while keeping strong ethics at the forefront of my goals and high attention to detail. I'm recognized by my peers and management for going above and beyond normal job functions. Areas of proficiency are 10+ years' experience in as a cashier, customer service, 2+ years of management experience, balancing daily cash drawers, money bags, bank deposits, safes totaling over \$15000 and processing card payments over 10+ different processing systems. I also assist in the managing of the company database, verifying, editing, and modified customers and client information into multiple systems. I also have legal knowledge, research skills, coordination, audit expertise, communication, FDCPA, and Microsoft skills. Willing to relocate for a promising position and I have a flexible schedule.

Work Experience

Customer Service/ Communications Liaisons Light and Wonder - Las Vegas, NV

April 2023 to present.

Reliable and committed professional with 10+ years of customer service and 1 year of dispatch experience. Proven to schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, passengers, or for normal installation, service, or emergency repairs. Multitasked in interfacing with multiple calls and emails simultaneously. Effectively balances competing priorities in fast-paced, client-facing environments. Employs a telephone, or online system to transmit assignments, compile statistics, and report on work progress. Oversees all communications within specifically assigned territories. Confers with customers or supervising personnel to address questions, problems, or requests for service or equipment. Records and maintains files or records of customer requests, work or services performed, charges, expenses, inventory, or other dispatch information.

Debt Collector/ Compliance Credit Control LLC - Las Vegas, NV

January 2021 to November 2022

Persuaded delinquent customers to establish repayment terms using a computer system and various collection software while using professionalism, tact, and adhering to all applicable collection laws. Answered customer questions regarding problems with their accounts. Utilized various payment options and secure this information for administration to process. Updated data and corrected discrepancies when accessing debtors account information. Documented all call information and status of collection efforts in system. Followed Client Operating Standards, FDCPA guidelines, State and Federal Legal Requirements, and Regulation regarding Collections. I helped make sure that company operations are in accordance with industry regulations and standards and perform tasks such as: reviewing sources about new regulations, informing other departments about industry guidelines and requirements, preparing reports and presenting them to the senior management.

Apartment Leasing Agent-Floater BPL management - Las Vegas, NV

August 2019 to January 2021

Completed lease packages for each rental and maintained an occupancy rate of over 85 percent. Resolved resident complaints and maintained accurate records of action taken. Greeted, pre-qualified, and followed up with prospective tenants. Conducted apartment tours, answered questions, and highlighted selling features and

benefits of the property. Collected rent from residents, application fees, and deposits and kept accurate records of all financial transactions. Coordinated move-ins and move outs. Assisted with office organization and maintained and organized resident files. Put in work order requests and followed-up with residents.

Supervisor/Manager Earl of Sandwich - Las Vegas, NV

May 2016 to August 2019

Skilled in managing opening and closing shifts, operating cash registers and preparing food in a fast-paced environment. Maintained fast, accurate service, positive guest relations, and ensuring products are consistent with company quality standards. Ensured company standards on equipment, facility, and maintained by using a preventative maintenance program. Prepare guest orders with dietary restrictions. I greeted each guest with friendly eye contact and a smile.

Cashier/Food Server/Food Prep McDonald's

June 2014 to May 2016

Assisted customers at the indoor counter and drive-through stations, worked cashiers, checked orders, and relayed orders to cooks. Worked kitchen areas to prepare meals, stock ingredients, and package materials.

Conducted accurate sales transactions in-store and on drive-thru shifts in an efficient and timely manner. Handled guest complaints if manager was not needed. Greeted each customer with friendly eye contact and a smile. Cash handling, customer service, multi-tasking, basic math skills, and food service

Cashier/Customer Service Team Member/Cashier Target

August 2012 to June 2014

Detail-oriented person with solid background in customer service have ability to communicate clearly and effectively with customers and co-workers. I have been recognized by my peers for teamwork and have been valued for excellent Communication skills, resourcefulness, and problem solving. Received payments by cash, check, credit cards, vouchers, automatic debits. Issued receipts, refunds, credits, change due to customer. Assisted customers by providing information resolving their complaints. Counted money in cash drawers at end of shift to ensure that amounts are correct. Established or identify prices of goods, services or admissions. Greeted customers entering establishments. Processed merchandise returns and exchanges.

Education

None in Criminal Justice College of Southern Nevada - Las Vegas, NV 2009 to 2010 High school or equivalent
Del Sol High School - Las Vegas, NV 2005 to 2009

References

Marisa Sadlin-7025695490

Daniel Davis-7024947644

Carlos Pena-Chavez-7023493217