

# Tyresha Roney

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Wolters Kluwer - CT Corporation

SOP Intake Specialist/CSR

Jun 2017-July2019

- Assume full responsibility in managing queue or dashboard as well as in receiving delivering legal documents such as court garnishments, child support orders, subpoenas, civil suits, and bond forfeitures through mail, process server, fax, and courier.
- Play an integral role in processing documents to extract pertinent information into transmittal form; summarizing the type of documents the company is receiving, pertinent court dates, plaintiff and defendant information, as well as court and attorney information.
- Conduct research on Secretaries of State websites to verify legalities in processing legal documents from other companies.
- Maintain active communication among all state and offshore offices by monitoring email queries.
- Ensure smooth workflow within the department by collecting data from process errors and identifying solutions to resolve problem.

AmerisourceBergen Drug Corporation

Customer Care Rep II

6/2015-8/2016

- Assists with customer problems such as missed shipments, price adjustments and backorders; continually strives for prompt resolution.
- Frequently works with field sales associates in coordinating special orders, accepting quotations, typing, and manufacturer calls.
- Works with warehouse associates, customers and field sales associates to ensure that the order process runs smoothly.
- Processes all phone, fax, mail, e-mail, dropship and verbal orders from customers.
- Responsible for providing customers with accurate answers to questions and complaints regarding products and services; if unable to provide assistance, escalates customers to Customer Service Supervisor or Manager in a courteous manner.
- Performs data entry for purposes such as processing orders, accessing previous orders and special orders, and providing customers with current prices; researches any other inquiries as requested.
- Assists customers with backorders by offering substitutions and alternatives whenever possible, contacts manufacturers for delivery information, prices and availability, and changes in stock number.
- Communicates with all departments within the Distribution Center as well as field sales associates.
- Serves as liaison between customers and field sales associates.
- Makes suggestions and recommendations to Supervisor/Manager in an effort to continually improve customer service operations.
- Complies with all appropriate policies, procedures, safety rules and regulations.
- Performs related duties as assigned.

Bank of New York Mellon Doc Custodian/Loan Processor

8/2013-4/2015

- Responsible for processing all assigned Initial and Final Collateral reviews in a timely and accurate manner based on the review requirements of each Servicing Level Agreement.
- Verify mortgage loan documents (single family, commercial, auto, manufactured homes, student and timeshares).
- Identify the category of each collateral file.
- Performs review of collateral and documents to ensure documents meet agency guidelines (Ginnie Mae, Fannie Mae and Freddie Mac) or customer agreements in a timely and accurate manner.
- Audit and clear exceptions. File collateral document and update system of record accordingly.
- Ship and track incoming and outgoing packages.
- Maintain excellent internal/external customer service
- Review and code Title Policies, Reinstatements, Mortgages, Assignments, Trailing Docs, New Collateral

Aegis Communication (3rd Party United HealthCare)

Insurance Coordinator

9/2011-7/2013

- Responsible for frontline interface with customers, materials and services
- Answered inbound and made outbound telephone calls to clients for accuracy for the purpose of offering products and services
- Contacted customers in an effort to sell client products and services
- Accessed customer leads via computer and make necessary entries in order to complete customer application for products and services
- Resolved customer complaints
- Communicated with customers effectively and clearly using excellent oral and communication skills (grammar, enunciation, pronunciation)
- Built rapport with each customer and processed customers' requests and inquiries..
- Retain policyholders who inquire about canceling through open listening, negotiation and policy review.
- Identified and communicate policy transactions and impact to customer billing.

Dynasty Cleaning Service

Administrative Assistance

02/2008- 07/2011

- Incoming Calls and outgoing calls from existing customer regarding make ready home cleaning
- Processed payments, set up appointments for cleanings
- Sent out correspondence to new customers, and business.
- Filed, managed, and approved incoming invoices per company budget
- Performs general administrative tasks such as handling the mail typing filing and answering phones.
- Establishes and maintains office files makes appointments and arranges meeting rooms as required.
- Compiles information from various sources and utilizes the information for uses such as generating reports.

- Audits and maintains various reports specific to his/her department by checking for errors inconsistencies or discrepancies; makes corrections and notifies appropriate personnel of any modifications.
- Ensures that department schedules and calendars are kept updated.
- Assists and supports department managers in preparing for meetings.
- Maintains and promotes positive and professional working relationships with associates and management.
- Complies with all appropriate policies procedures safety rules and regulations.

Authorized to work in the US for any employer

## Work Experience

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### **SOP Intake Specialist/CSR**

Wolters Kluwer

June 2017 to Present

Assume full responsibility in managing queue or dashboard as well as in receiving delivering legal documents such as court garnishments, child support orders, subpoenas, civil suits, and bond forfeitures through mail, process server, fax, and courier.

- Play an integral role in processing documents to extract pertinent information into transmittal form; summarizing the type of documents the company is receiving, pertinent court dates, plaintiff and defendant information, as well as court and attorney information.
- Conduct research on Secretaries of State websites to verify legalities in processing legal documents from other companies.
- Maintain active communication among all state and offshore offices by monitoring email queries.
- Ensure smooth workflow within the department by collecting data from process errors and identifying solutions to resolve problem.

### **Customer Care Rep II**

AmerisourceBergen Drug Corporation

June 2015 to August 2016

Assists with customer problems such as missed shipments, price adjustments and backorders; continually strives for prompt resolution.

- Frequently works with field sales associates in coordinating special orders, accepting quotations, typing, and manufacturer calls.
- Works with warehouse associates, customers and field sales associates to ensure that the order process runs smoothly.
- Processes all phone, fax, mail, e-mail, dropship and verbal orders from customers.
- Responsible for providing customers with accurate answers to questions and complaints regarding products and services; if unable to provide assistance, escalates customers to Customer Service Supervisor or Manager in a courteous manner.
- Performs data entry for purposes such as processing orders, accessing previous orders and special orders, and providing customers with current prices; researches any other inquiries as requested.
- Assists customers with backorders by offering substitutions and alternatives whenever possible, contacts manufacturers for delivery information, prices and availability, and changes in stock number.
- Communicates with all departments within the Distribution Center as well as field sales associates.

- Serves as liaison between customers and field sales associates.
- Makes suggestions and recommendations to Supervisor/Manager in an effort to continually improve customer service operations.
- Complies with all appropriate policies, procedures, safety rules and regulations.
- Performs related duties as assigned.

### **Mellon Doc Custodian/Loan Processor**

Bank of New York

August 2013 to April 2015

Responsible for processing all assigned Initial and Final Collateral reviews in a timely and accurate manner based on the review requirements of each Servicing Level Agreement.

- Verify mortgage loan documents (single family, commercial, auto, manufactured homes, student and timeshares).
- Identify the category of each collateral file.
- Performs review of collateral and documents to ensure documents meet agency guidelines (Ginnie Mae, Fannie Mae and Freddie Mac) or customer agreements in a timely and accurate manner.
- Audit and clear exceptions. File collateral document and update system of record accordingly.
- Ship and track incoming and outgoing packages.
- Maintain excellent internal/external customer service
- Review and code Title Policies, Reinstatements, Mortgages, Assignments, Trailing Docs, New Collateral

### **Insurance Coordinator**

Aegis Communication

September 2011 to July 2013

Responsible for frontline interface with customers, materials and services

- Answered inbound and made outbound telephone calls to clients for accuracy for the purpose of offering products and services
- Contacted customers in an effort to sell client products and services
- Accessed customer leads via computer and make necessary entries in order to complete customer application for products and services
- Resolved customer complaints
- Communicated with customers effectively and clearly using excellent oral and communication skills (grammar, enunciation, pronunciation)
- Built rapport with each customer and processed customers' requests and inquires..
- Retain policyholders who inquire about canceling through open listening, negotiation and policy review.
- Identified and communicate policy transactions and impact to customer billing.

### **Administrative Assistance**

Dynasty Cleaning Service

February 2008 to July 2011

Incoming Calls and outgoing calls from existing customer regarding make ready home cleaning

- Processed payments, set up appointments for cleanings
- Sent out correspondence to new customers, and business.
- Filed, managed, and approved incoming invoices per company budget
- Performs general administrative tasks such as handling the mail typing filing and answering phones.

- Establishes and maintains office files makes appointments and arranges meeting rooms as required.
- Compiles information from various sources and utilizes the information for uses such as generating reports.
- Audits and maintains various reports specific to his/her department by checking for errors inconsistencies or discrepancies; makes corrections and notifies appropriate personnel of any modifications.
- Ensures that department schedules and calendars are kept updated.
- Assists and supports department managers in preparing for meetings.
- Maintains and promotes positive and professional working relationships with associates and management.
- Complies with all appropriate policies procedures safety rules and regulations.

## Education

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### **High school diploma in Basic studies**

Duncanville High School - Duncanville, TX

August 2007 to June 2011

## Skills

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- Inbound/outbound customer service, Mortgage, call center, 30-60- 90-day collections. Administrative, Switchboard, Alpha/numeric data entry, automatic dialer and typing 45 wpm.
- Loan Officer Experience
- Mortgage Servicing
- Residential Cleaning
- Underwriting
- Escrow
- Microsoft Excel
- Courier
- Banking
- Loan Origination
- Customer Service
- Data Entry
- Microsoft Outlook
- Communication skills
- Computer skills
- Microsoft Word
- Office experience
- Microsoft Office
- Windows
- Sales
- Customer service
- Workday

- Typing
- Marketing
- Leadership
- Windows
- HIPAA
- E-commerce

## Certifications and Licenses

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**Insurance Producer License**

**Life & Health Insurance License**

**Property & Casualty License**