

Adedoyin Adekanmbi

Fort Worth, TX 76120

doyinewaadekanmbi@gmail.com

206-941-5309

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Collections Representative

Royalty Entertainment Groups

July 2014 to Present

All collections responsibilities
customer service duties

Customer Service Representative

Delta - Dallas-Fort Worth, TX

Present

Connecting with customers via phone and create an experience where customers know they have been heard and understood and feel valued and important, which is accomplished by:

Effectively listening

Quickly identifying and owning customer issues

Actively search for solutions to problems

Making quality decisions

Interacting with a globally diverse group of customers and colleagues

Consistently selling travel related services, including car rental and credit card vendor partner products. Customer Experience Specialists demonstrate strong verbal and written communication skills, a professional attitude, excellent dependability, the ability to handle stressful situations, possess strong computer skills, flexibility in a fast-paced environment, and the ability to learn and react quickly. Specialists must understand and adhere to all Delta and U.S. Department of Transportation (DOT) compliance requirements.

Sales and Marketing

National Credit Services - Woodinville, WA

March 2014 to June 2014

to attract more clients and raise Sales Volume

. Schedules Home Health/ Home care services by matching clients and caregivers with input from administration

Participates in recruiting, screening and hiring caregiver staff

Assists applicants with the hiring process

Assists with personnel files in compliance with agency policy and state regulations

Assists with the referral/intake process for clients needing Home Health/Home care services

Verifies third party pay-or coverage as needed
Assists with orientation of new caregiver staff
Assists in obtaining client satisfaction surveys
Performs other administrative tasks as assigned

Responsibilities

- *Contacting customers/consumers via telephone to attempt debt collection
- *Establishing customers/consumers ability and willingness to pay and identifying the appropriate repayment program/options available to them
- *Tracking and reporting all account information into computer through our collections system
- *Meeting or exceeding all daily, weekly and monthly production goals
- *Understanding and following all federal and state laws with regards to collections policies and procedures
- *Passing annual required compliance testing
- *Performing other duties and special projects as assigned by management

Accomplishments

Top Collector 3 months consecutively in the whole company, Rookie of the month. Highest Principal and Interest 2 months in a row in the whole company

Sales Manager/Account Executive

Fedelta care solutions - Seattle, WA

March 2013 to March 2014

Sales and Marketing to attract more clients and raise Sales Volume
. Schedules Home Health/ Home care services by matching clients and caregivers with input from administration
Participates in recruiting, screening and hiring caregiver staff
Assists applicants with the hiring process
Assists with personnel files in compliance with agency policy and state regulations
Assists with the referral/intake process for clients needing Home Health/Home care services
Verifies third party pay-or coverage as needed
Assists with orientation of new caregiver staff
Assists in obtaining client satisfaction surveys
Performs other administrative tasks as assigned

Office Manager /Sales Manager

Elite Moving Services - Hagerstown, MD

January 2008 to December 2012

Sales and Marketing to attract more clients and raise Sales Volume
Dispatch & oversee drivers

- Responsible for all clerical assignments
- Setup driver's itinerary
- Responsible for client's satisfaction
- Responsible for all payments to and from customers.

.Maintained detailed administrative and procedural processes that reduced Redundancy and improved accuracy and efficiency to achieve organizational

Guest Service Manager

Marriot International - Rockville, MD

November 2005 to January 2008

Organize, confirm, process, and conduct all guest check-ins/check-outs, room reservations, requests, changes, and cancellations. Secure payment; verify and adjust billing. Process all guest requests and relay messages. Ensure that any outstanding requests or problems from the previous day receive priority and are resolved. Run and review daily reports/logs. Secure bank. Process all payment types, adjustment vouchers, paid-outs, correction vouchers, and miscellaneous charges; provide change. Notify Loss Prevention/Security of any guest reports of theft.

Receptionist, Administrative Coordinator

Honeyland Ventures London - London

January 2003 to October 2006

Developed new customer relations through telephone contact and sales activity.

- Maintained detailed administrative and procedural processes that reduced redundancy and improved accuracy and efficiency to achieve organizational objectives.
- Scheduled and confirmed appointments for entire management team.

Marketing Adviser/ Event Coordinator/Sales Rep

Honeyland Ventures London - London - Washington, DC

August 2003 to November 2005

Directed the work of contract personnel including ushers, security guards, caterers and decorators, and supervised all event support staff including setup crews.

- Advised clients on setup options and types of materials needed to achieve desired results.
- Calculated and provided companies with estimates of potential costs in completing an event.
- Handled all company sales and Marketing gigs.

Education

Bachelor of Arts in Business Management

Southern New Hampshire University

Skills

- ADMINISTRATIVE OPERATIONS (Less than 1 year)
- ADMINISTRATIVE SUPPORT (Less than 1 year)
- LIAISON (Less than 1 year)
- MICROSOFT OFFICE (Less than 1 year)
- MS OFFICE (Less than 1 year)

Certifications and Licenses

Driver's License

Additional Information

Skill Highlights

- Travel administration
- Administrative support
- Critical thinking
- Meets/exceeds goals
- Self-starter
- Project planning
- Team liaison
- Microsoft Office skills
- Administrative operations