

STEPHANIE CUMBERLEDGE

EXPERIENCE

ANGELO STATE UNIVERSITY

August 2010 to January 2012

Responsible for assisting professors as needed with research, grading and facilitating tests and attendance. Also assisted departmental secretary with answering the phones, filing confidential student records, and projects as assigned.

GRADUATE ASSISTANT

ARROYO SQUARE APARTMENTS

August 2010 to Present

Responsible for meeting and greeting potential tenants, making my own appointments and showing apartments, organizing all documents required for lease signing, including credit checks and verifications, acting as liaison between management office and rental office, responsible for office administration.

LEASING CONSULTANT

VERIZON

November 1998 to July 2010

I began my career with the Verizon Unlawful Call Center, a national call center for assisting customers receiving unwanted and unlawful calls. I conducted in-depth investigations to determine perpetrator and pursuing appropriate action to achieve maximum customer satisfaction. I then moved to the Legal Compliance side of the group, which required responding to court orders, subpoenas and search warrants in a courteous, timely and professional manner to provide various law enforcement groups with information and records needed in legal issues.

COORD-SECURITY OPERATIONS

EDUCATION

Angelo State University

Graduate School of Communication

August 2010 to Present

Angelo State University

Bachelor's Degree in Journalism

May 2006

OTHER EDUCATION/CERTIFICATION

Microsoft Frontpage, PowerPoint, Microsoft Word and Excel, Microsoft Windows, Lotus Notes, Adobe, PagePlus, QuarkXpress.

Verizon Training: Communication Tools, Coping with Stress, Customers, Conflict and Confrontation, Emotional Intelligence at Work, Handle Calls with Confidence and Professionalism, Hostile Work Environment Harassment, Major Time Management Challenges, HTML.

OTHER PROFICIENCIES

10-Key by touch

Type 60 WPM

REFERENCES AVAILABLE UPON REQUEST