Sandra Evers

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Professional Summary

Responsible and adaptable professional who demonstrates skills in effective communication, organization, and customer service.

Work Experience

Asset Management Associate

First Help Financial | Remote

July 2024 to June 2026

Review assignment criteria.

Assign to approved agents to include tracking and follow up for timely recovery of collateral

Maintain effective communication with repossession companies.

Ensure proper statuses in all systems pre/post repossession.

Process collateral releases to agents/auctions upon reinstatement.

Hold/close reviews on all repossessions.

Comply with compliance requests and requirements.

Customer Care and Tier II Online Banking Representative

PNC BANK | Remote

August 2022 to September 2023

Perform customer service activities and initiatives for a broad range of products, services and problem resolution that occurs across multiple channels for customers.

Receive, investigate and respond to customer inquiries regarding products and services.

Resolve online banking issues. Assist with Zelle , internal / external transfers and wire transfers.

Resolve customer service inquiries and issues. Recommend appropriate solutions.

Maintain a high level of customer satisfaction. Demonstrating commitment to quality through customer and service partner interactions.

Document customer interactions and completes service requests to minimize customer effort or additional action.

Customer Service Rep III / Utility Account Specialist

City of Mt Dora | Mount Dora, FL

November 2011 to February 2022

Responsible for providing assistance and resolving issues with customers in person, over the phone, or via email. Processing utility payments, general fund payments, and electronic funds transfer payments. Responsible for daily deposits and reports. Balancing, journalizing and posting daily utility billing and cash receipt reports.

Calculate and generate the monthly electric, water and sewer billing.

Supervise the utility department when the supervisor is not available or is out of the office. Assist and resolve daily functions in the utility customer service department.

Education

General Studies (High school diploma or GED)

Colonial High School | Orlando, FL
September 1981 to May 1982

Skills

Confidential information handling **Document review** **Customer inquiry handling** **Conflict de-escalation** **Office record organization** **Financial services customer support** **Clerical experience** **Account management** **Attention to detail** **Microsoft Outlook Calendar** **Microsoft Office** **Communication skills** **Data entry** **Relationship management** **Managing customer accounts** **Office management** **Direct client contact** **Customer support** **Office experience** **Computer skills** **Client interaction via phone calls** **Microsoft Teams** **Customer service** **Task prioritization** **Problem-solving** **Payment reconciliation** **Phone customer support** **Document management** **Customer records maintenance** **Outbound calling** **Customer complaint resolution** **Financial services** **Organizational skills** **10 Key Data Entry** **Debt collection skip tracing** **Microsoft Outlook** **Email customer support** **Customer communication** **Customer engagement** **Client services** **Windows** **Customer data entry** **Microsoft Word** **Multitasking** **Administrative experience** - Administrative experience (6-10 years)

Languages

English

Certifications and Licenses

Driver's License

Additional Information

Authorized to work in the US for any employer