



NARANDA MILLENDER

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 (251)-643-2042

 Ellenwood, GA 30294

SKILLS

- Client Engagement
- Networking
- Multi-Line Phone Proficiency
- Schedule Management
- Excel Spreadsheets
- Social Media and Promotions
- Verbal and Written Communication
- Records Preparation
- Strong Interpersonal Skills
- Legal Administrative Support
- Information Processing
- Event and Activity Planning
- Documentation

EDUCATION

Faulkner University
Mobile, AL • 05/2017

Bachelor of Science : Criminal Justice

CERTIFICATIONS

- Certified Life Coach, High Heels & Destiny

PROFESSIONAL SUMMARY

Self-motivated professional successful in seizing viable opportunities for expansion and innovation in business. Background in increasing profits, reducing costs and transforming customer service standards. To seek and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

WORK HISTORY

Security Finance -Multi Branch Customer Service Representative
Atlanta, GA • 05/2023 - Current

- Provide outstanding customer service both on the phone and in-person.
- Market for new and continued customer business.
- Prepare and process loans and income tax returns.
- Analyze, prepare and post monthly journal entries to the general ledger
- Reconcile various general ledger accounts monthly, research and document any reconciling items
- Prepared/Updated supporting schedules for various general ledger accounts
- Assisted others within the department with various journal entries, imports, and annual reports and special projects
- Analyze expenses monthly for accuracy, documenting variances and unusual trends
- Prepare, analyze, and invoice monthly activity for our foreign operations
- Record daily cash activity for our branch operations and ensures information in the daily extract file is up to date

High Heels & Destiny - Founder

Mobile, AL • 02/2020 - 7/2023

- Conducted target market research to scope out industry competition and identify advantageous trends.
- Created and monitored promotional approaches to increase sales and profit levels.
- Implemented stories and anecdotes into speeches to make information more engaging.
- Helped clients build life management and coping skills to handle daily needs and specific stressors.
- Created digital image files for use in digital and traditional printing methods.
- Reviewed inventory to eliminate unnecessary expenses and provide optimal stock levels

James T. Strickland Youth Center - Court Specialist

Mobile, AL • 01/2017 - 01/2020

- Reviewed presented documents for compliance to standards.
- Maintained flow of documents received and served through appropriate clerks up to judges and back to destination.
- Responded to in-person and telephone requests for information from the general public, attorneys and other involved parties.
- Answered 6 telephone calls per hour to take messages and transfer calls to appropriate colleagues.
- Prepared and issued court orders for probation orders, sentencing information and other actions.

Always Money Payday Loan - Financial Loan Processor

Mobile, AL • 03/2012 - 02/2013

- Interviewed clients regarding loan needs and financial histories and conveyed information regarding application processes.
- Reviewed loan files for completeness, identified missing documentation and generated condition lists for applicants.
- Prepared documents for underwriting by verifying client income, credit reports and other information.
- Maintained long-term relationships with customers to provide best-in-class customer service.

Express Check Advance - Assistant Manager

Mobile, AL • 09/2009 - 01/2012

- Communicated best practices among on-site and external personnel to align efforts and goals.
- Organized and reported on financial information to document payment histories and assist with sound financial accounting.
- Managed office inventory and ordered new supplies when items were running low.
- Applied proper codes to invoices, files and receipts to keep records organized and easily searchable.
- Analyzed applicants' financial status and credit and property evaluations to determine loan feasibility.

NCO Collections - Debt Collector

Mobile, AL • 03/2006 - 05/2009

- Used scripted conversation prompts to convey current account information and obtain payments.
- Delivered exceptional customer service on collection calls and maintained calm and professional demeanor.
- Deployed automated system tracking and skip tracing to locate hard-to-find, re-located customers.
- Advised customers of alternative actions and strategies for debt repayment and attempted to avoid adversarial communications.

Family And Friends Transportation - Medical Administrative Assistant

Mobile, AL • 07/2003 - 10/2005

- Received, recorded and addressed incoming and outgoing communication via telephone and email.
- Managed master calendar and scheduled appointments for providers based on optimal patient loads and clinician availability.
- Enhanced office productivity by handling a high volume of callers per day.
- Maintained current and accurate medical records for patients.
- Facilitated organized record retrieval and access by maintaining a filing system for both in-house and discharged residents.