

Tammy Hartline

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745 Skyhaven Drive, Boaz, Alabama 35956

SKILLS

Professional in working with different customers to meet individual needs while maximizing revenue. Excellent at problem solving & providing creative solutions. I am equipped with exceedingly positive social & public speaking skills, as well as possess excellent written and oral skills. Analytical problem solver, with a clear understanding on how to help clients, team members, & corporate executives, both efficiently and patiently. I strive for perfection, both at work and home, as well as pride myself in maintaining honesty, loyalty, and integrity. I currently type 50+ wpm with 100% accuracy. I am extremely detail oriented and can usually spot mistakes that are easily missed by others. Extremely proficient with the following Microsoft Office software's: Outlook, Teams, SharePoint, Excel, PowerPoint, Word, & VScode. Experienced with KPI metrics, Salesforce, Slack. As well as SQL, HTML5, XML, Bootstrap, CSS, C, R, and other computer programming languages. I am an extremely fast learner, who is dedicated, organized, thrives in a high demand and fast-paced environment. I work well as a member of a team or an individual with little to no supervision. Very proficient coaching and facilitator skills, with proven retention results, and metric improvements.

Experience

OMNI-INTERACTIONS/INTUIT QBDT ENHANCED & ASSISTED PAYROLL SUBJECT MATTER EXPERT/TIER 2

FROM 12/06/2021 – **TO** 02/23/2022

(LEFT TO SEARCH FOR A PERMANENT CAREER, AS WELL AS AN OPPORTUNITY TO ADVANCE, BASED ON SKILLS, QUALIFICATIONS, AND PERFORMANCE)

- Call monitoring, keeping up with KPI's, training new/struggling agents, creating training material, 1:1 coaching sessions.
- Fast paced environment, utilizing time management skills, professionalism, worked efficiently as a team/ individually.
- Responsible for managing call center agents, Customer Support, Tech Support, and Supervisor Call Backs.

MORTGAGE LOAN SPECIALIST • PRIMEMAX MORTGAGE LLC.

FROM 05/2009 – **TO** 07/2010

- Spent ample time with clients to break down complex information into easy-to-understand terms.
- Handled marketing materials and distribution.
- Answered phones, aided owner with anything needed.
- Scheduled appraisals, homeowner inspections, worked with insurance companies and all completed all other duties associated with mortgage loans.
- Completed 48 credit hours for Mortgage Loan Specialist Certification.

BRANCH MANAGER • THE CASH STORE

FROM 04/2006 – **TO** 05/2009

- Day-to-day operations, such as handling multiple phone lines, transferring calls to and from the home office.
- Training new employees and overseeing up to four employees at a time during their workday.
- Went through files and performed a monthly audit at three local branches.
- Balanced and checked the books, worked to ensure monthly collections and new client goals were met.

CUSTOMER SERVICE REPRESENTATIVE • THE CASH STORE

FROM 09/2005 – **TO** 04/2006

- Day-to-day operations, such as handling multiple phone lines, & transferring calls.
- Greeting customers, collecting payments, filing, and other administrative tasks.

CUSTOMER SERVICE REPRESENTATIVE • 1ST COMMUNITY CREDIT

FROM 07/2004 – **TO** 09/2005

- Day-to-day operations, such as handling multiple phone lines, & transferring calls.
 - Greeting customers, collecting payments, filing, and other administrative tasks.
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Education

GED/HIGH SCHOOL DIPLOMA • 2004 • EMMA SANSOM HIGH

- 3.9 GPA • Extra Curriculars & Clubs: Varsity Competition Cheerleader, V.I.C.A., F.B.L.A.
- Choir, Show Choir, National Beta Club, & Debate Club team member.

BACHELOR OF BUSINESS ADMINISTRATION IN ACCOUNTING • 2008 **BELFORD UNIVERSITY (Not Accredited)**

- Completed online

HARVARD UNIVERSITY • PRESENT • CS50x (COMPUTER SCIENCE) • EXPECTED COMPLETION 04/2022

- Currently taking Harvard's CS50 class working toward Computer Science Certification through edX platform.

MIT's OCW • PRESENT • DATA ANALYTICS • EXPECTED COMPLETION 09/2022

- Currently taking through MIT's open courseware and open-source class library.

SOUTHERN NEW HAMPSHIRE UNIVERSITY • PRESENT • BACHELOR OF COMPUTER SCIENCE **EXPECTED COMPLETION 10/2024**

- Enrolled through online platform on the self-paced program.

Activities

PRESIDENT • SARDIS YOUTH CHEERLEADING PROGRAM • FROM 12/2015 – TO 12/2019

- Responsibilities included designing & ordering all uniforms & other equipment associated with the cheer program.
- Making sure rules, regulations, & safety guidelines issued by the National High School Athletic Sports Association were understood and followed.
- Trained, monitored and regulated coaching staff of at ten-fifteen.
- Conveyed information and scheduling to 70-130 parents and their children.
- Organized fundraisers and supplied detailed accounting sheets at the end of each season showing all money incoming and outgoing for that season.

COACH • SARDIS YOUTH CHEERLEADING PROGRAM • FROM 12/2015 – TO 12/2019

- Conveyed information from President to athletes, taught materials given, instilled team values and ensured safety of all athletes on my team. (18-26 athletes per year)
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