

DIANA CURRY

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Princeton, Texas 75407

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PROFESSIONAL SUMMARY

Management professional with experience in optimizing productivity and efficiency across various environments. Highly dependable, ethical, and reliable leader that blends organizational, technical, and business insight to maintain company objectives. Works effectively with cross-functional teams in ensuring operational and service excellence for internal and external customers.

SKILLS

- ❖ Analyzing Data
- ❖ Data Management
- ❖ Professional Development
- ❖ Operational Improvements
- ❖ Critical Thinking
- ❖ Department Risk Assessment
- ❖ Policy Management
- ❖ SQL Queries

WORK HISTORY

Mr. Cooper – Lewisville, Texas

September 2011 - Present

CUSTOMER CORRESPONDENCE MANAGER

- Manage 4 multi-functional teams.
- Determine root cause analysis for issues and create remediation plans.
- Streamline departmental procedures and develop automated processes.
- Manage letter projects and UAT testing to ensure accuracy of changes.
- Create, edit, and run SQL queries for data analysis.
- Reconcile and process department billbacks for vendor invoices.
- Identify opportunities to streamline processes and improve operations and efficiency.
- Cultivate strong relationships with vendors and partners supporting business operations.
- Systems used: SQL, LSAMS, Microsoft Office, RCA Archer eGRC, Planet Press, Ricoh Process Director, SharePoint

Bank of America – Fort Worth, Texas

January 2007 – September 2011

SENIOR CUSTOMER SERVICE SPECIALIST

- Handled customer inquiries and complaints with professionalism.
- Supported team manager with call monitoring of peers.
- Provided peer coaching for new hires.
- Performed root cause analysis for customer issues with online banking.
- Explained benefits and limitations of Roth and IRA accounts to customers.
- Reviewed banking products and provided effective solutions for customer needs.
- Systems used: Microsoft Office (Excel, Outlook)

WORK HISTORY, CONTINUED

AT&T – Ocean Springs, Mississippi

August 2001 – December 2006

CALL CENTER TECH SUPPORT TEAM MANAGER

- ◆ Responsible for a team of technical support specialists.
- ◆ Coach specialist to ensure quality assurance guidelines were met.
- ◆ Manage team to achieve company established performance goals.
- ◆ Develop and report improvement plans to management.

EDUCATION

MBA | Business Management

Southern New Hampshire University

EXPECTED IN MAY 2024

- 4.0 GPA

BACHELOR OF SCIENCE | Management

University of Phoenix

Degree received January 2023

- Dean's List Fall 2021
- Dean's List Spring 2022
- Dean's List Fall 2022

ASSOCIATE OF APPLIED SCIENCE | Business Management

Mississippi Gulf Coast Community College

Degree received May 1991

CERTIFICATIONS

Data Analytics Core Concepts Certificate – July 2023