

DANA REYNOLDS

NW Tucson, AZ ▪ iPhone: (520) 575-5955 ▪ dana@abcresumeservices.com

PROFILE OF QUALIFICATIONS

- Highly personable, enthusiastic **Career Services Specialist**, with 20+ years of overall **Customer Service** experience, emphasizing **Sales / Marketing** strengths and strong **Interpersonal Communications** skills. Exploring opportunities where high levels of productivity and clear, concise verbal communication style would be valuable.
- **Versatile and organized with strong attention to detail** and a reputation for strong initiative and reliability. Skilled negotiator with finely tuned one-on-one communication techniques. Independent thinker with a high level of self-motivation, drive, and flexibility critical to adaptation within changing environments.
- **Community Service and Resource Contact** - Vast network of Tucson contacts. Extensive volunteer service within the disabled community of all age groups, including veterans. Thoroughly familiar with developmental disabilities, the special education process, and case agency management with ALTCS and the Division of the Developmentally Disabled (currently certified to work with their clients).
- **Computer/Technology skills** – Proficient in MS Word, Excel, Outlook and internet research. Learn quickly and willing to continuously update technological education.

EDUCATION

UNIVERSITY OF MONTANA - Missoula, MT

B.S. - BUSINESS MANAGEMENT, Minor: **OFFICE ADMINISTRATION**

PROFESSIONAL EXPERIENCE

ABC RÉSUMÉ SERVICES & WORD PROCESSING Tucson, AZ 2/97 – present

Career Services Specialist / Owner

- Home based / online business with extensive one-on-one and phone consultation, Handle all face-to-face and phone consultation customer service, résumé design & composition, cover letters, reference sheets, salary histories, and updates for customers nationwide. Develop an overall career goal development plan with follow through and updates.
- Daily administrative responsibility for sales & promotion, marketing, appointment setting, networking, computers, printers, phone systems, supplies, bookkeeping, taxes, and periodic financial statements.

FIRST AMERICAN TITLE Tucson & Payson, AZ 8/98 – 6/13 & 5/90 – 9/95

Document Signing Specialist (Tucson, AZ 8/98 – present)

- Arizona Notary Public since 1990 beginning with 5 years of full-time escrow experience. Currently employed by First American Title as part of the Arizona / Pima County Accommodation team as well on a national basis.
- Efficiently summarize documents, answer questions and successfully close residential, commercial, and home equity transactions quickly. Present and notarize all types of loan documents (POA, commercial, conventional, home equity lines, VA, FHA, purchase and refinance transactions) for various lenders and escrow officers.
- Travel throughout the Tucson area to conduct closings in First American offices, mortgage offices, residences or business locations during regular business hours as well as evening, weekend and holiday assignments.

Escrow Officer / Escrow Assistant (Payson, AZ 5/90 – 9/95)

- Assisted a company Vice President / Escrow Branch Manager in handling all aspects of opening, processing and closing a high volume of escrows per month. Types of transactions included commercial, single family residential, multi-family housing, and refinance and subdivision accounts.
- Received several salary increases and recognitions for top performance. Selected to serve as *Office Automation Technician* and *Word Processing Trainer*.

Prior employment as a financial services **Registered Representative** with SEC clearance and Series "6" & "63" licenses.

COMMUNITY INVOLVEMENT

- **Volunteer Résumé Writer / Career Coach** at SOUTHERN AZ VETERAN'S ADMINISTRATION HEALTH CARE SERVICES (11/11 – 4/12).
- *Youth Sports involvement (2006 to 2011) – Board Member/Team Manager/Newsletter Design & Distribution/Registrar* for world's largest Challenger Little League. *Self taught LeagueWorks database.*
- **Special Olympics Volunteer** (2011 – present) - *Specific training in Young Adult transition from school to work; Behavioral Supports for the Disabled; Brain Injury and Cognitive Rehabilitation / Memory Support for all ages.*