### Experience

Roxanne Geering

Home Operations Coordinator - HOA

# SummAry

Collaborative, versatile, and proactive with 10+ years of customer facing and business to business service. Experience with scheduling, troubleshooting, training, and refinement of processes.

## Skills & Abilities

* 10+ years customer service
* Microsoft Office Suite
* Google G Suite
* JIRA
* Training

## Vitals

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### LEADERSHIP

Central Missouri Renaissance Faire- Board of Directors 2012-2016

### Education

#### Stephens College, Columbia MO

BFA in Theater program. Completed 2.5 years (over 50 credit hours) no degree.

#### Nordhoff High School, Ojai CA

 Diploma Aug 2004-2008

#### Opendoor – Home Operations Cordinator HOA, Remote

##### Aug 2021-current

* Manage all HOA violations from acquisition to resale for 5 cities.
* Instrumental in developing the HOA team along with formalizing and refining processes and services.
* Partnered with leadership to train new team members.

#### Progressive- Associate Consultant, Remote

##### April 2021- Aug 2021

* Updated auto policy information on 50+ policies a day.
* Took ownership of calls to best serve customers and make them aware of all policy benefits.
* Member of multiple diversity and inclusion groups including the LGBTQIA+ employee group.

#### Pastel Pastoral Magazine- Editor, Remote

##### Jan 2021- current

* Design cover and interior graphics
* Utilize standard practices with formatting and editing 30+ pages per issue.
* Innovate new guidelines to streamline submission process.

#### Mobility City – Office Admin, Raleigh NC

##### Jan 2020- March 2021

* Took lead on customer facing tasks, scheduling, and product ordering/delivery.
* Maintained Excel spreadsheets of all vendors, clients, and stock.
* Innovated to create new business practices to increase efficiency and build rapport within the community.
* Stayed up to date, via research, with industry options for customers and business needs.

#### UBisoft – Customer Service Rep, Raleigh NC

##### Sept 2018- Oct 2019

* Troubleshooted known and unknown technical bugs.
* Used JIRA and chat client to efficiently assist customers in troubleshooting their issues.
* Assisted with community moderation regarding flagged behavior or accounts.

#### Spectrum – Video Repair Specialist, Raleigh NC

##### July 2018- Sept 2018

* Proactively troubleshooted technical issues.
* Scheduled tech visits with urgency and efficiency as needed for best practices.

#### Fripperies and Furbelows – Owner, Remote

##### Nov 2014- July 2018

* Designed, created, or altered bespoke historic costumes for theater productions, renaissance faires, and clients.
* Utilized extensive primary source research.
* Built or altered existing garments to measure.

#### Alorica – Customer Service, Beaumont TX

##### March 2017- Sept 2017

* Assisted customers with payments and service calls for their home warranty policies.
* Utilized systems and processes to determine how best to schedule out appointments while best serving the customer and staying within SLAs.

#### Kelly Services and Penmac – Contract Worker, Columbia, MO

##### Dec 2014- Sept 2016

* Partnered with leadership on a variety of community outreach projects to assist entrepreneurs within the community.
* Assisted in collecting large scale medical data in a nationwide study for medical research at a state university.

#### State Farm – Claims Processer, Columbia MO

##### Oct 2012- 2014

* Maintained ownership and communication of claims from start to finish with policyholders, auto shops, police, and more.
* Researched facts, statements, and official documents to make decisions about claims, and communicate updates to the policyholders.
* Reviewed bills for accuracy and validity and make payments independently up to 20K.