

ELIZABETH BERMUDEZ

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OBJECTIVE

To enhance my graphic design skills by solving design problems based on the individual needs of the client.

SUMMARY OF QUALIFICATIONS

Knowledgeable with Adobe InDesign, Illustrator, Photoshop and currently HTML and CSS web design.

Member of the Technical Honor Society and Phi Theta Kappa Honor Society at CPCC

EMPLOYMENT

July 2007 – current Americredit/GMFINANCIAL Huntersville, NC 28214
Collections Representative III
-Make outbound and receiving inbound calls to resolve delinquent accounts to avoid any further collections processes
-Rapidly and accurately interpret and translate conversations, documentation, scripts, and correspondence
-Contact repossession agents and handles all accounts with all level of delinquencies from current, repossession, reinstatement, charge-offs, deferments and more
-Adhering to company policies and procedures while obtaining a customer centric experience

Jan 2006 – July 2007 Charlotte Russe Charlotte, NC
Sales associate
-Greet customers
-Receive and process cash, check and charge/credit payments
-Recognize and monitor security issues
-Maintain sales records
-Arrange and display merchandise

EDUCATION

2017-current Central Piedmont Community College Charlotte, NC
Currently studying Advertising and Graphic Design

2005 Hopewell High School Charlotte, NC
High School Diploma

LANGUAGES

English and Spanish (fluently)