

LINDSEY CRAWFORD

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EXPERIENCE

MAY 2022 – PRESENT

DISTRICT CREDIT MANAGER, SUNNILAND CORPORATION

- Analyze credit reports, financial statements, and payment history to determine creditworthiness
- Review, approve, or deny credit requests
- Partner with sales to negotiate credit terms with new and existing customers
- Responsible for managing all orders on hold, customer accounts reaching or exceeding credit limit, and performing all debt collection activities required
- Process payments via online payment portal and submit requests to apply payments and/or credits on account
- Conduct regular credit reviews to increase or decrease credit limits as needed
- Negotiate payment plans with clients facing financial difficulties
- Notate accounts with pertinent updates regarding payment plans or collection efforts
- Send out Notice to Owner documents within the allotted time frame, file Construction Liens as necessary, submit Lien Cancellations and Waivers as payments are received

MARCH 2021 – APRIL 2022

SURE START BUSINESS COACH, PRECISION HOLDINGS OF BREVARD

- Ensure all documentation is complete and recorded properly for business startup
- Serve as a guide to new franchise owners through initial and ongoing training including software, brand standards, sales, and customer service processes
- Provide guidance and framework to have new franchisees reach their first-year goals and establish a solid foundation on which to grow their business
- Document new franchisees progress through the various phases of onboarding throughout successful opening
- Continuously communicate with franchises throughout the process in all forms - verbally, written, presentation, etc.
- Assist in the collection, analyzing, and disseminating of performance data to improve with benchmarking and key performance indicators
- Monthly site visits to locations in various cities throughout the U.S. to support market needs
- Field customer complaints that reach the corporate level. Investigate and reach a satisfactory resolution between the franchise and the customer.
- Arrange travel and travel reimbursements using Concur.

OCTOBER 2017 – MARCH 2021

CORPORATE CUSTOMER SERVICE MANAGER, PRECISION HOLDINGS OF BREVARD

- Oversee activities directly related to providing services for individually owned and operated franchises throughout the country
- Determine staffing requirements to maintain average hold times of 25 seconds or less
- Interview, hire, and oversee training of new employees

- Establish and implement departmental policies, goals, objectives, and procedures, conferring with organizational officials, and staff members as necessary
- Create and manage weekly schedules for 50+ employees while taking into consideration time off requests, availability requests, and call volume requirements
- Direct and coordinate organization's financial and budget activities to fund operations and increase efficiency
- Complete weekly payroll and maintain average hours for individual employees
- Complete weekly franchise billing with call volume, live chat, and online inquiries combined to determine weekly revenue
- Daily use of Microsoft office suite to include Excel, Outlook, and PowerPoint
- Maintain office supply inventory and order additional supplies as needed

AUGUST 2012 – OCTOBER 2017

SENIOR SHIFT LEADER, PRECISION HOLDINGS OF BREVARD

- Promoted to newly created position after 11 months in previous role
- Keep records of customer interactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Resolve customers' service or billing complaints by performing activities such as refunding money or adjusting bills
- Refer unresolved customer grievances to designated departments for further investigation
- Perform yearly performance evaluations for each team member and determine annual merit increase
- Conduct written reprimands for performance improvement

OCTOBER 2010 – AUGUST 2012

SHIFT LEADER, PRECISION HOLDINGS OF BREVARD

- Oversee Live Chat and Online Form submissions
- Prepare performance evaluation documents
- Closely track employee attendance
- Coordinate monthly team meetings to boost morale and performance
- Issue verbal warnings for performance correction
- Compare call volume to determine scheduling needs
- Coordinate and approve time off requests and schedule exchanges using extreme attention to detail

EDUCATION

MAY 2007

HIGH SCHOOL DIPLOMA, ASTRONAUT HIGH SCHOOL

- Maintained 3.8 GPA
- Graduated in top 10% of class with honors
- FBLA secretary for three consecutive years
- Member of ensemble choir
- Member of Anchor Club, Drama Club, and Latin Club

SKILLS

- Proficient in Microsoft Office Suite
- Can type 75+ WPM
- Ability to multitask
- Extreme attention to detail
- Quick and adaptive learner
- Positive, can-do attitude
- Customer Service Experience
- Collaborative partner
- Management
- Team leadership
- Operations management
- Data entry
- Payroll
- Strong organizational skills
- Schedule production
- Effective communicator

References available upon request*