

Carolyn Cooper

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Experience

- Cleveland Documenters, October 2021-Present:

Documenting local governmental entity meetings, for public record inclusion, in an online data base.

- Signal Cleveland, October 2022-Present:

Co-editor of public comments made in city council meetings, for public record inclusion, in an online data base.

- Twelve Literary Arts, August 2021-November 2021:

Writer In Residence.

- Cleveland Metropolitan School District, November 2017-Present:

Substitute Secretary.

Supports all functions of a school's office. Including interacting with the principal, staff, students, parents, and family members. Performs office and administrative duties. Supervises the maintenance of student records and reports.

- DNC Sports Service, July 2015-November 2016:

Night Auditor (Seasonal) for the Cleveland Guardians baseball team.

Audited bars, concession stands, and portables stand sheets. Reviewed cash deposits and credit card receipts. Audited the 2016 World Series.

- Cuyahoga County Board of Elections, February 2016-April 2016:

Office Clerk (Temporary) for the Ballot and Campaign Finance Departments.

Proofreading. Data entry. Opened and processed mail. Processed and scanned absentee ballots.

Assisted with in-house voting. Assisted with drop-off ballots, scanned and filed Poll Books on election night. Assisted with post elections voter history.

- JC Penny Corporation, October 2015-December 2015:

Seasonal Merchandising And Pricing Associate-Mentor, OH.

- Sears Holdings, November 2014-January 2015:

Merchandising And Pricing Associate (Seasonal)-Richmond Hts., OH.

- Talent Partners Commercial Services, LLC, February 2014-Present:

Appeared in a 2014 National Pizza Hut Commercial Ad Campaign. Commercial aired on: The internet; social media; national, local, and cable TV.

- ThistleDown Racino, February 2013-March 2014:

VLT Operations-North Randall, OH.

Helped to open up the racino. Provided on-floor customer service to racino guests. Provided on floor surveillance. Payed out jackpots and hand pays. Serviced video lottery terminals.

Cashiering. Processed tax forms for pay outs. Issued service recovery vouchers to guests.

Dispatching.

- DNC SportsService, October 2012-December 2013:

Vendor Command Cashier, (Seasonal) for the Cleveland Browns football team.

Handled large sums of currency. Provided cash pick ups for police at the Cleveland Browns' stadium. Collected money, provided change, and closed out vendor sales and commission accounts.

- PNC Investments, May 2006-December 2010:

Administrative Support Representative.

Problem Desk Resolution. Processed checks and securities for deposit into clients' IRA and Brokerage accounts. Contacted Brokers, via telephone, fax, and email regarding deposit issues. Sent out reject letters to clients via Fed-Ex. Processed Bank Wires and Mutual Fund tickets. Emailed Brokers regarding trades placed on clients' accounts.

- National City Bank, March 2005-May 2006:

Collector III-Brecksville, OH.

Collected check payments, via telephone, on 5-30 day past due installment loans, Home Equity Lines of Credit accounts, lease and mortgage accounts. Training Facilitator for new hires. Achieved top scores on Quality Control monitors.

- Nationwide Credit, Inc., June 2004 - February 2005:

Debt Recovery Specialist/Skip Tracer-Westlake, OH.

Collected on MBNA, AMEX, Nissan, and Chrysler charge-off accounts. Referred consumers to mortgage companies for refinancing and Home Equity Loans.

- Community Choice Mortgage, September 2003 - June 2004:

Loan Originator/Telemarketer-Bedford, OH.

Called potential customers, to solicit refinancing services, bill consolidation, lines of credit, and home improvement loans. Processed applications via telephone. Assisted Senior Loan Officers. Trained new telemarketers.

- Arts Marketing Services, September 2002 - June 2003:

Professional Fundraiser-Cleveland, OH.

Executive Representative for the Cleveland Orchestra's Annual Fund.

- MBNA America Bank, December 2000 - May 2002:

Collector, Telemarketer, Customer Service Representative-Beachwood, OH.

Account Specialist in the Telesales Department. Sold credit cards and credit insurance. Solicited electronic balance transfers (automated clearing houses and direct pay). Solicited home equity loans. Mentored in the Telesales Education Department. Collected over three million dollars, in three months, on 5 day, 30 day, and 60 day past due accounts in the Customer Assistance Department. Responded to customer telephone inquiries, and issued monetary (debits and credits) adjustments in the Customer Service Department. Completed customer service account reages, billing disputes, billing inquiries, and calculated payoff amounts. Handled calls from prospective customers, by responding to inquiries about products, services, and benefits. Documented payment arrangements on accounts. Worked past due accounts, in an effort to salvage customer relationships.

Education

- Kent State University, Master of Arts Journalism and Mass Communications--Kent, OH.
- Kent State University, Bachelor of Arts Rhetoric and Communications--Kent, OH.
- Vision Bible College Bachelor of Arts Biblical Counseling--Montpelier, OH.
- Vision Bible College Master of Arts Theology--Montpelier, OH.
- Completed Writer's Residencies.

Skills

- Published Essayist.
- Published Poet.
- Editing.
- Creative, Fiction, and Nonfiction Writing.
- Poetry Writing.
- Online Sales And Marketing.
- Research and Skip Tracing.
- Customer Service.
- CARE for Guest Contact certified.
- Proficient in the following computer programs: Raptor, Workday, Microsoft Office, E-School Plus, Smartfind Express, CMS, SDS, LVIS, SPIN, LP Forms, CLMS, CIMS, PRD Client, Hyland, CACS, ILS, FDR, SYNTORA, SKNS, Accurint, Metronet, CTS APS, Mosaic, Magellan, CIS, Citrix, Quest, Birchstreet, PowerSchool and Smart Station.

Professional Associations

- Sigma Gamma Rho Sorority, Inc.
- Cleveland Literary Arts.
- Twelve Literary Arts.
- The Cleveland Public Library (Anthology Contributor).
- Ohio Bards' Poets (Anthology Contributor).

