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Sharyn L. Grant

Objective

To work in a position within an organization in which I may best utilize my professional administrative, customer service, and social services skills. To be an intricate part of change within my community

Professional Experience

03/11/2019 to Present **New Haven Probate Clerk** **New Haven, CT**

Handle Conservatorship from A thru M. Receive applications from hospitals, Nursing Homes and private individuals who feel that there is a need for someone else to manage and assist with the day to day and financial needs of an individual. Answer telephones and assist with handing out applications to patrons that come into our office. Occasionally I take notes in hearings for the Probate Judge.

09/28/2018 to 03/01/2019 **Community Action Agency of N.H** **New Haven, CT**

Coordinator for the S.M.A.R.T Women Program

Recruit and facilitate workshops for single mothers aspiring to get their lives on the road to prosperity. Teaching Job Readiness, Healthy living and eating, Budgeting and other life skills.

2/17/2015 to 10/01/2018 **Frontier Communications** **New Haven, CT**

Customer Service and Sales

Retention and sales of customers with internet, telephone and video service. Concentration on sales.

09/2011 – 01/2013 **Haynes Construction**

Office Manager

New Haven, CT

Manage the everyday activities of a working construction site. Running reports, monitoring man-hours, time management, ordering supplies and material. Also facilitating "Safety Talks" and owners meetings.

12/16/2010 - 3/12/11 **New Haven Family Alliance** **New Haven, CT**

Consultant

Assisted women in job readiness, preparedness and placement

5/2005 – 02/2010 Unilever, HPC

Customer Support Analyst

Trumbull, CT

In the Logistics Department I handle several Silver Accounts. Ensuring that promotions and turn products are produced and delivered to customers to meet "Ad dates." In this role I monitor the production and delivery to warehouse of products in question. Work closely with Supply Chain and Buyers. Run excel reports daily and monitor weight compliance of trucks, and on time delivery of finished products to customer.

11/1999– 01/2005 VERIZON WIRELESS

Wallingford, CT

Customer Service Coordinator

Assist management with special projects to support company wide initiatives. Assist with new product/service rollouts. Training and coaching of new hires. Interacting effectively with other departments to facilitate resolutions of customer complaints. Assisted with monitoring and coaching.

VERIZON WIRELESS (Formerly Bell Atlantic Mobile)

Customer Service Specialist Level II (Senior)

Assist management with special projects to support company wide initiatives. Assist with new product/service rollouts. Training and coaching of new hires. Interacting effectively with other departments to facilitate resolutions of customer complaints. Update customer records in the billing system. Prioritizing and organizing daily follow-up calls on customer contacts to insure timely resolution. Evaluate customer complaints and resolves problems to the customer's satisfaction by balancing the needs of customers with the protection of the company revenue. Report sales discrepancies and billing errors to appropriate sources for correction. Report suspected fraudulent activity to appropriate source for revenue protection. Identify process improvements and provide feedback to management for implementation.

BELL ATLANTIC MOBILE

Customer Service Specialist

Daily contacts and negotiations with customers, direct agents and retail representatives. Provides superior customer service while, analyzing, researching and resolving billing, service and equipment inquiries. Adjustments and claims for both verbal and written customer contacts. Troubleshoot service and equipment problems. Cataloging new methods and procedures, addressing

customer inquiries for new products and services. Assists management and other departments with various projects.

09/1998– 10/1999 LIFE HAVEN WOMEN SHELTER

New Haven, CT.

Homeless Prevention Planner

Assisted homeless women and children to acquire permanent housing and to get acclimated into the mainstream again. Assisted in crucial activities of daily life including budget planning and bill paying, food preparation/housekeeping skills. Scheduling, parenting issues, problem resolution and other mainstream issues.

Communication via telephone and in home visits.

9/1998 - 6/1999 **State Board of Education**

Hamden, CT

Administrative Student Advocate Eli Whitney Vocational Technical

Provided clerical support for Business Department; also interacted closely with students and parents relating to academic support as well as delicate issues.

9/1996 - 6/1997

9/1997 - 6/1998 **New Haven Board of Education**

New Haven, CT.

Coordinator-After School Enhancement Program (Barnard School)

Under the guidance of Principal, Patricia Taylor-Brown, organized after school academic and cultural activities for Barnard students and parents.

10/1996 - 11/1997 **HILL HEALTH CENTER/SAGA**

Case Manager/Employment Specialist

Designed and presented workshops to General Assistance clients in job readiness, job seeking and goal identification. Developed self help groups and assisted in finding "recovery friendly" employers as well as many other aspects of the job.

05/1995 - 9/1996 **MARRAKECH, INC**

New Haven, CT.

Secretary

Provide a full range of administrative and secretarial support with a not-for-profit human service organization. Schedule appointments, coordinate client services, prepared MIS reports, and interacted extensively with the public. Responded to inquiries and requests dealing with the specialized population of persons with disabilities and special needs.

02/1985 - 12/1994 **YALE NEW HAVEN HOSPITAL**

New Haven, CT.

Financial Counselor

Assisted patients in submitting claims to insurance carriers. Counseled patients with regards to payment options and the development of payment arrangements for indigent or uninsured patients. Prepared monthly reports and processed referrals to city and state agencies. Serviced for 70 to 100 patients per day.

Awards received

1999 Connecticut Affirmative Action Professionals Scholarship.

1994 African American Women's Achievement Award

2000 Certificate of Appreciation - For Customer Service (September, December)

2001 Certificate of Appreciation - For Customer Service (January)

Education

Albertus Magnus College, New Haven, CT. graduate 05/14/2006

BA of Science Degree

PLTI Institute for the State of CT Graduate 06/2009 (Parent /Student Advocate)

Completed 3 years of undergraduate studies and pursuing a Degree in Human Services/Social Work

3 CEU's Planned Parenthood – AIDS PUZZLE

Certificate of Completion of AIDS Caregiver, AIDS Project New Haven

The Academy for Business Careers, Hamden, CT. 1986 graduate

Gateway Community Technical College, New Haven, CT.

Skills

Professional and effective verbal and written communication skills. Excellent listening, negotiation, and problem solving skills. Solid organization skills and time management with out supervision. Ability to handle multiple tasks simultaneously. Adapt to change quickly and work well as team player. Independent worker and decision-maker.

General office and computer skills. Proficient in Windows XP, Windows 98', Windows 97', Microsoft Word, some experience with Excel and Power point. Internet, Outlook email, I2k billing system, SAP, Aspect phone system and Rockwell Telecom. System.

References

Furnished upon request.