**[Project Management Customer Service](https://www.postjobfree.com/resume/ad1osf/project-management-chevy-chase-md)**

**Location:**Chevy Chase, MD

**Posted:**December 04, 2023

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**Resume:**

GREGORY KEENE

3788 Timahoe Circle • Nottingham, MD 21236

443-400-6265 • gsksoccer@mssn.com

Citizenship: United States

OVERVIEW

Results-focused Paralegal with extensive experience supporting legal functions and exceeding targeted expectations through extensive legal research, project management, and technical skills. Possesses a breadth of multi-industry experience providing attentive and prompt support to diverse client bases as a highly approachable and engaged client advocate. Adept at navigating cascading project priorities in fast-paced environments through blended project management, organization, and administrative leadership. Thrives in administrative roles that require keen situational and negotiation intelligence pivotal to managing functions in customer communications, data reporting, and business organization. Talent for effectively gathering and organizing sensitive and critical information and translating data into cohesive reports for business and client stakeholders. Resourceful and diligent military veteran known for facilitating complex negotiations and communications in matrixed federal, military, and corporate ecosystems.

Data Management & Reporting • Consultative Leadership • Client Relations • Research & Analysis

Project Management • Needs Assessment • Contract Management • Negotiations & Mediations

Administrative Leadership • Stakeholder Engagement • Communications Strategy • Quality Control

Case Preparation • Resource Mobilization • Regulatory Compliance • Collections Management

Continuous Improvement • Military Service • Cross-Functional Collaboration • Documentation

PROFESSIONAL EXPERIENCE

MUNICIPAL EMPLOYEES CREDIT UNION 06/2023- Present

1 South Street Baltimore, MD 21202

Senior Legal Collector

Supervisor: Natalie Cummings, may not contact

Leverage solid interpersonal and interview skills to draw crucial yet confidential details from customers regarding sensitive, personal, and financial information.

Maintain regulatory compliance with reporting and disclosure agreements.

Actively engage with each customer to address distinct circumstances and goals to understand current position and provide best-fit solutions based on insights.

Maintain objectivity and sound judgment in assessing customer controversies, delving into customer responsibilities and asking targeted questions to gauge integrity and potential fraud.

Conduct rigorous analysis of customer information to inform, advise, and resolve issues while maintaining a close focus on regulatory requirements.

Educated customers on steps toward voluntary compliance based on distinct sources of income, itemized personal / business expenses, capital loss carryover, and previous investment credit.

DEPARTMENT OF THE TREASURY

Customer Service Representative, GS-05 02/2022 – 06/2022

Address: N/A 40 Hours / Week

Supervisor: Adia Coleman (adia.d.coleman@ir.gov), may contact $47,000 / Year

Leverage solid interpersonal and interview skills to draw crucial yet confidential details from customers regarding sensitive, personal, and financial information.

Maintain regulatory compliance with reporting and disclosure agreements.

Actively engage with each customer to address distinct circumstances and goals to understand current position and provide best-fit solutions based on insights.

Maintain objectivity and sound judgment in assessing customer controversies, delving into customer responsibilities and asking targeted questions to gauge integrity and potential fraud.

Conduct rigorous analysis of customer information to inform, advise, and resolve issues while maintaining a close focus on regulatory requirements.

Educated customers on steps toward voluntary compliance based on distinct sources of income, itemized personal / business expenses, capital loss carryover, and previous investment credit.

INSTACART

Shopper 04/2021 – 02/2022

10 Misty Wood Circle, Timonium, MD 21093 40 Hours / Week

Supervisor: Independent Contractor Salary: N/A

Provided invaluable support to Baltimore Metropolitan area residents by personally purchasing and delivering food and goods based on incoming requests.

Consistently delivered all groceries within set timelines that increased company and personal credibility.

ROBERT HALF TECHNOLOGIES

Customer Service Representative 01/2021 – 03/2021

205 North Michigan Avenue, Chicago, IL 60601 40 Hours / Week

Supervisor: Lisa Abbate (630-776-1757), may contact $17 / Hour

Served on the frontlines of the customer experience as a highly engaged company representative and customer advocate.

Deftly managed high call volume while managing multiple account activities in varying stages.

Oversaw all initial credit applications, anticipating and capturing new business opportunities by upselling customers on branch products and services.

Assessed account insurance information on vehicles for collateral.

Promptly responded to special project requests assigned by senior leadership.

BALTIMORE METRO UMPIRES ASSOCIATION

Baseball Umpire 06/2014 – 05/15/2023

Address: N/A 10 Hours / Week

Supervisor: Independent Contractor Salary: Per Game

Oversee youth baseball leagues within the Baltimore Area.

Encourage sportsmanship and athlete integrity by maintaining game rules and monitoring specific plays.

U.S. SOCCER FEDERATION / NATIONAL HIGH SCHOOL SPORTS FEDERATION

Soccer Referee 03/1993 – Present

Address: N/A 10 Hours / Week

Supervisor: Independent Contractor Salary: Per Game

Leverage decades of referee experience to uphold game rules based on International Football Association Board standards.

Maintain calm and diplomacy in high-stress environments, working collaboratively with game administrators to ensure a seamless experience for teams and guests.

Analyzed size of field of play, ball dimensions, duration of periods of play, and substitutions.

COMBINED INSURANCE

Maryland Agent 03/2015 – 05/2015

8750 West Bryn Mawr Avenue, Chicago, IL 60631 50 Hours / Week

Supervisor: Doug Herr (847-953-2025), may contact Salary: Commission

Helped clients to make informed decisions by providing information on key supplemental insurance products and services.

Defended an advocated for customers by helping equip accident, sickness, cancer, critical care, income, and family life insurance.

WASHINGTON NATIONAL INSURANCE COMPANY

Maryland Agent 10/2014 – 02/2015

11825 North Pennsylvania Street, Carmel, IN 40632 50 Hours / Week

Supervisor: McDonnel (800-525-7622), may contact Salary: Commission

Safeguarded customers and customer family members from financial instability through attentive and experienced insurance support.

Listened and engaged with customers to understand personal needs and providing solutions through custom insurance plans.

PRIME BUSINESS LEASING (FNB BANK)

Collections Manager 03/2006 – 07/2011

2028 East Joppa Road, Parkville, MD 21234 40 Hours / Week

Supervisor: Phil Phillips (410-665-5290), may contact $38,000 / Year

Oversaw portfolio valued at $16M+ for Patapsco Bank subsidiary, owning all negotiations for settlements on defaulted leases to recover funds.

PRIME BUSINESS LEASING (FNB BANK) Collections Manager (Continued)

Prioritize account integrity and regulatory compliance with all state, federal, and industry regulations.

Prepared and presented senior leadership with monthly and quarterly delinquency reports.

Synthesized case documentation including original lease agreements, case notes, and payment history to inform legal operations.

Facilitated in-person and phone interviews to resolve billing and payment issues and reconcile discrepancies.

SPHERION PROFESSIONAL STAFFING

Collections Analyst – Zurich Insurance 03/2006 – 10/2006

120 East Baltimore Street, Baltimore, MD 21202 40 Hours / Week

Supervisor: Lan Pham, contact me first $16 / Hour

Reconciled monthly agency billing statements and terminated existing policies following missing payments to uphold organizational integrity and bandwidth.

Connected with agents to resolve all billing issues as needed.

AJILION STAFFING

Collections Analyst – Alexander’s Mobility Service 11/2005 – 02/2006

250 West Pratt Street Baltimore, MD 21201 40 Hours / Week

Supervisor: N/A $16 / Hour

Prepared and reconciled monthly agency billing statements for local moving company.

Shaped capacity to maintain cadence customer support and company objectives.

Tracked existing projects daily to expedite completion and report to senior leadership.

Addressed past-due receivables from government vendors and commercial businesses.

FINANCE MARYLAND

Account Representative 03/2005 – 07/2005

7682 Belair Road, Baltimore, MD 21236 40 Hours / Week

Supervisor: Rick Reinbach (877-310-2373), may contact $34,000 / Year

Activated new business opportunities by interfacing with new and veteran customers to identify needs and present relevant services.

Analyzed and recommended accounts for legal action / repossession based on account position.

Played an integral role collecting from accounts 30 to 120 days past payment deadline.

MARYLAND PERMANENT BANK (SHORE BANK)

Commercial Banking Representative / Documentation Specialist 10/2000 – 05/2005

9612 Reisterstown Road, Owings Mill, MD 21117 Hours / Week

Supervisor: Steve Bachellor (410-356-4411), may contact $ / Year

Instrumental in reducing bad debt from $16M to $5M in 2 years due to exceptional financial and business intelligence.

Recommended specific accounts to Chief Credit Officer and other executives for legal action based on non-compliance.

Facilitated all filings for small claims court lawsuits, preparing cases for legal action through strategic documentation in compliance with state / federal requirements.

Oversaw processing lifecycles from start to finish for Chapters 7, 11, and 13 bankruptcy cases.

Outsourced vehicle repossession by monitoring and selecting approved vendors.

MILITARY HISTORY

MARYLAND NATIONAL GUARD • 1989 – 1992

136TH COMBAT SUPPORT HOSPITAL, Parkville, MD

Chaplain Assistant

MILITARY HISTORY (Continued)

U.S. ARMY RESERVE • 1988 - 1989

338TH MILITARY INTELLIGENCE BATTALION, Fort Meade, MD

Record & Parts Specialist

EDUCATION

STEVENSON UNIVERSITY, Stevenson, MD

Bachelor of Science in Paralegal Studies

Graduation 2011, GPA: 3.0

LIBERTY UNIVERSITY, Lynchburg, VA

Bachelor of Education in Sports Management

Graduated 1994, GPA: 2.5

VOLUNTEER & COMMUNITY LEADERSHIP

HUNT VALLEY PRESBYTERIAN CHURCH, Hunt Valley, MD

Greeter (2013 – 2016)

NFL FOOTBALL 5K BACK TO SCHOOL RUN, Baltimore, MD

Runner (2013)

WOMEN’S WORLD CUP, Rajon, MD

Photo Marshall (1999)

MEN’S WORLD CUP, Rajon, MD

Photo Marshall (1990)

LIBERTY UNIVERSITY STUDENT GOVERNMENT, Lynchburg, VA

Member, Activities Committee (1989 – 1994)

THOMAS ROAD BAPTIST CHURCH, Lynchburg, VA

Middle School Activity / Home Study Group Coordinator (1989 – 1993)