

**JANEEN BRANVOLD**  
1793 W. 116<sup>TH</sup> CIRCLE  
WESTMINSTER, COLORADO 80234  
HOME 303-466-8372 / CELL 310-819-4900

---

**CUSTOMER SERVICE PROFESSIONAL**

I have a strong aptitude for effectively communicating with others, and am able to work with all types of individuals in a variety of capacities to get the best result possible. I am a hard-working, consummate professional that cares about all aspects of the business and its relationship with its internal and external customers. Able to effortlessly multi-task and am proud to consistently uphold the highest standard of customer service possible, even in very difficult situations. I consciously maintain a pleasant and positive attitude at all times, and demonstrate a willingness to help and encourage customer loyalty through effective and efficient communications and actions. I always demonstrate confidence and dependability.

**EXPERIENCE**

1997 - Present                                      Self-Employed                                      Westminster, CO

Residential Real Estate Professional

- ❖ Works with select clients in all aspects of purchasing & selling their personal residences.
- ❖ Guiding client through the complexity of the real estate transaction.
- ❖ Extensive knowledge of the process to ensure a successful and seamless transition.
- ❖ Assist client with contract, negotiation, inspections and the closing process.
- ❖ Continually pursuing educational opportunities to ensure I'm current on legislation.

2005 - 2015                                      Alliance Data                                      Westminster, CO

Collections Specialist

- ❖ Collection for retail credit card division. Successfully met or exceeded collection quota consistently throughout my tenure.
- ❖ Successful in working out programs and payment terms with customers with difficult collection situations. I handled the accounts that were at the last stage before being deemed uncollectable and was able to achieve commendable success in collecting for the company.

1970 -1999                                      US West Communications                                      Denver, CO

Various positions in customer service, closing position was "Strategic Business and Government Account Manager"

- ❖ During my extensive tenure with US West Communications I had the opportunity to work in a variety of capacities dealing with the customer.
- ❖ I was continually commended, awarded and promoted during my tenure due to my work ethic, positive attitude, sense of company loyalty and strong acumen for customer service.