

ANGELO M. CRESPO

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Summary

A dedicated person ready to utilize my considerable skills, education, experience, and positive attitude to achieve mutual goals. Excellent record of achievements in different fields during seemingly impossible situations, consistently delivering results that surpass expectations; dedicated and focused.

Professional Experience

AUTOZONE, Inc (2021-Present)

Store Manager

- Overall store retail/commercial management, supervision and policy implementation.
- Manage, analyze and reconcile monthly P&L statements.
- Customer service leadership.
- Sustain merchandise inventory up to standards via cycle counts, markdowns, price modification and district-wide transfers.
- Supervise and direct activities of employees on store assigned.
- Analyze the location's conditions and create/modify planograms to fit specific needs.
- Maintain accountability of petty cash and registers, assess balances and initiate orders for proper change when necessary.
- Control employee staffing, training and development.
- Generate weekly schedules ensuring proper coverage during sales hours while considering employees' availability.

ACRISURE, Inc (Formerly Keevily Spero-Whitelaw). Harrison, NY. (2018-2019)

Claims Processor

- Locate customer's records on file, identify policy type and term requested, search claims history across various insurers and provide solicitors with records of such findings.
- Create and use insurers lists to assign new clients to their respective brokers.
- Receive data from insurers to develop client profiles into a specialized system and assign them to brokers based on previously discussed designations.
- Receive and forward legal requests accordingly to amend or cancel policies.
- Communicate with policyholders, brokers, insurers and independent agents to corroborate data.
- Transfer information across multiple systems within the different departments.
- Request billing documents from insurers under the brand's total coverage for customers.

IT Assistant

- Design instruction manuals for tasks and procedures performed by the Claim processor.
- Use admin privileges to assist IT Manager on tasks across the company and multiple IT projects, including network infrastructure upgrades such as desktops, servers, firewalls, switches and access points.
- Install, set up and configure office equipment within the office.
- Back up data regularly to remote servers.
- Assist and troubleshoot servers, network systems and computer equipment remotely and locally as necessary.
- Perform as first contact helpdesk, addressing any technical issue within the company and escalating to the IT manager if needed.

Altice USA (Formerly CABLEVISION). Bronx, NY. (2016-2018)
Technical Support Representative Level II.

- Configure, diagnose and solve issues for subscriber's networks over the phone. Advanced knowledge of Hardware and Software, Internet communications and protocols.
- Listen and interpret desc of technical problems, identify sources of discrepancy and provide accurate solutions.
- Guide customers through established troubleshooting procedures in addition to creating step-by-step fixes and guiding users through them, considering the subscriber's knowledge and level of computer literacy.
- Grasp processes and procedures of company standards and understand the current quality system and departmental capabilities of the Optimum network (i.e., DHCP, TFTP, Mail Servers, etc.).
- Able to use multiple systems simultaneously, including but not limited to trouble ticket databases, customer databases, troubleshooting software, etc., to record and create notations in customers' account records.

SYNERGIES [First American Title Insurance Co]. Santiago, Dominican Rep. (2012-2016)

Served as an integral member of several focus groups with potential clients. Brainstorm with several creative, solution-oriented teams to resolve ongoing issues and conceive new process activities for co-workers. Contribute to employer-sponsored, non-profit activities and organizations, like community and educational services for children and low-income families—former daycare driver for employees' toddlers.

Consumer Complaints and Claims Coordinator

- Receive and evaluate claims requests and complaints from Customers, Escrow/Title Officers, Notaries, Lenders and Underwriters and assign them individually to their respective departments with a suggested follow-up resolution.
- Take part in bi-weekly conference calls with department supervisors and notify them about any cases not solved by personnel.
- Initiate claim cases across specialized software, following guidelines and maintaining the appropriate standards.
- Process situation-specific cases where insurance policy coverages could be compromised.
- Conduct extensive research across multiple platforms and assess all possible discrepancies or "Clouds on Title".
- Review recorded documents and chains of title to collect all relevant information about properties.
- Collect team results and generate production reports, review reports obtained and handle any discrepancies.
- Lead, assist, suggest and guide team and newer co-workers.

Homeowners Association Representative/Closing Department Specialist

- Investigated property liens to Homeowners Associations, Utility Services, or Mechanic Liens.
- Contacted different companies, County offices and individuals to gather documentation for house sale transactions.
- Called, emailed, faxed, or sent requests by mail to obtain all crucial information from buyers and borrowers.
- Requested payoff demands and letters about properties under coverage.
- Issued payments to appropriate parties as necessary and assured delivery of "Welcome Package" from HOA to homebuyers.

Regional Lenders Advantage Analyst

- Start new order processes through company-specific software.
- Directed daily communication with Escrows, Title Officers and their assistants to inform them about the assignment of new cases based on coverage area, maintaining track of quantity assigned and evenly dividing balance among divisions.
- Received, utilized and adequately handled sensitive information from buyers, sellers and lenders, according to its classification.

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PHOENIX BEVERAGES, Brooklyn, NY (2010-2012)

Dock Supervisor

- Sent and received shipments to and from other beer distributors, as well as shipments from recycling companies and single individual redemption of company material.
- Processed daily paperwork from designated dock areas, creating invoices for the following day.
- Directed co-workers to properly stack received merchandise to keep fast inventory accessibility.
- Trained employees on how to use heavy machinery (forklift, electrical hand truck and glass crushers).
- Paid out all redemptions from customers.

Additional Qualifications and Skills

- OSHA Certification (30-Hour Outreach Training Program - Construction).
- Currently undergoing studies to obtain CCNA (Cisco Certified Network Associate) CompTIA A+ re-certifications.
- Property and Liability Insurance Principles from The Institutes (AINS-021).
- Extensive experience working with various operating systems including Windows, Mac and Linux and using software applications such as Microsoft Office (Word, Excel, PowerPoint, Outlook and Lync), Microsoft SharePoint, OpenOffice, Adobe Acrobat, QuickBooks, VNC, Windows Remote Desktop Connection, Citrix and PuTTY.
- Proficient in several title/real estate industry-specific applications such as AMS360, WorkSmart, DataTrace, FAST, CLASS, etc.
- US NAVY Veteran (E-3, Hospital Corpsman).

References

- Nathalie Feliz-Dipre, Store Manager, Autozone Inc. (718) 600-6446. dipre2030@gmail.com
- Jorge Luis Polanco, Engineer III. Digital Realty Trust. (646) 618-4419 jpolanco@digitalrealty.com
- Edwin Jimenez, Corporate Director- Operations & Business Development, Synergies Services. (809) 226-1771 ejimenez@synergiescorp.com