

Patricia Leatherwood

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Belton, Texas

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Objective

To work side by side with others within the company to make it the best in the business.

Employment

2010-2016 Sprint Call Center Temple, Texas
Account Service Specialist II

Metrics driven employment taking escalated calls from customers seeking to discontinue service with Sprint. Crown Perks award winner August through November 2010. Achieved top agents ranking within months. Effective ability to deescalate with customers and think "out of the box" with solutions to their unique situations.

2004- current Sunburst Realty Temple, Texas
Realtor

Independent contractor successfully handling the details of an average, 4 sales per month for residential home purchases. Successfully handled marketing campaign, generating sales in excess of 1 to 5 million per year. Public participation in the Bell County housing market.

2001-2004 Delta Loans and Tax Service Hillsboro, Texas
Manager

Daily supervision of 2 employees as well as all accounts receivables and accounts payable, successfully maintaining metrics set by the company, operated the one of the most successful offices in the company. Received assistant manager of the year and 27 quarterly metric awards.

Education

1988 Graduate Southwest Texas Junior College
Associate of Arts

1987-1992 Sul Ross State University