

# Cortney Feller

Professional

Hard working go-getter, experienced customer service professional with 25+ years as a highly organized, dedicated, and cohesive leader. Comprehensive background in project management, staff development, and organizational management derived from a broad spectrum of challenging positions. A diverse professional with unparalleled experience and a passion for helping customers attain their vision in addition to team members achieve their professional and personal goals.

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Ormond Beach, Florida

## SKILLS

Contingency Planning

Risk Management

Dental X-ray & Processing

Problem Solving

Budget Planning

Customer Service

Records Organization

Predictive Analysis

Multitasking & Prioritizing

Interpersonal Communication

Written & Verbal Communication

## PROFESSIONAL EXPERIENCE

### **Keller Williams**

*Fayetteville, NC - Transaction Coordinator*

May 2018 - August 2018

Open escrow, Coordinating inspections, repair negotiations, and completion of repairs, Communicating updates to clients, agents, lenders, and other people involved in the transaction of closing contracts.

### **Lafayette Wee Care Preschool**

*Fayetteville, NC - Teacher*

August 2015 - May 2016

Developed and implemented standards based lessons. Classroom Management to ensure all students are learning in a safe environment.

### **Sears**

*Colorado Springs CO — Marketing*

May 2002 - September 2004

Ordering and organizing supplies and photos, making appointments and sending reminders, and ensuring customer satisfaction of my work.

### **Spradley Barr Toyota**

*Cheyenne, Wyoming - Receptionist*

February 2002 - April 2003

Welcome visitors by greeting them, in person or on the telephone; answering or referring inquiries. Directs visitors by maintaining employee and department directories; giving instructions.

### **Kelly Services**

*Cheyenne, Wyoming - Receptionist*

July 2001-February 2002

Open Answer multi-line phones, Manage inventory, Excellent organizational and time management skills, Scheduling, Performed a variety of administrative tasks such as filing and maintaining records, copying documents. Proofread legal correspondence and assisted office paralegal with other tasks.

## TRAINING & EDUCATION

### **Liberty University** (Online)

*Vicksburg, VA — Associates*

October 2021 - February 2022

- Major: Biblical Theology
- Continuing Education to provide Christian based counseling

### **Sunrise School of Dentistry**

*Raleigh NC — Dental Assistant*

October 2018 - February 2019

#### *Certificates Earned:*

- Certificate Dental Assisting
- OSHA / Infection Control
- Dental Radiology
- Medical & Dental Emergencies
- CPR Certification
- Clinical Experience
- Job Shadowing at Cape Fear Oral & Maxillofacial Surgery

## AWARDS & PROJECTS

Selected as the “**Family Readiness Group**” **Leader** responsible for supporting over 150 military families during deployments to Iraq and Afghanistan.

### **Big Bones Canine Rescue**

*Recipient Evaluator:* Volunteer services responsible for interviewing and evaluating homes to prospective recipients of trained rescue dogs.