

**Carleen Mia Hilliard**  
**3600 Millers Glen Lane #103**  
**Richmond, Virginia 23231**  
**(804) 222-6191**

**Objective**

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**To enter into a more responsible position where my Customer Service, Management and Administrative skills are well utilized.**

**Experience**

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**1998-Present**                      **City of Richmond-Public Works/Public Utilities**                      **Richmond, VA**  
Customer Service Rep IV/Administrative Project Analyst

- Serve as an Administrative Assistant to the Director of Transportation and the City Traffic Engineer
- Managed and organized all reports for various reports and projects for budget and auditing purposes
- Implement and manage filing system for all day to day documents and files.
- Maintain a log of all incoming letters and transactions from the City Manager's Office for review and response in a timely manner.
- Maintain all payroll documents, travel, for Deputy Directors and their staff.
- Receive inbound calls from residential and business customers for setting up new services and making changes to existing services on gas and water utility accounts.
- Dispatching emergency calls to area technicians for all gas and water leaks.
- Assist the Department of Public Works Customer Care Center for inbound calls.
- Provided in-person customer contact as cashier for the City Finance Division and the Utility Customer Contact area as needed.

**1996-1998**                                      **Central Fidelity Bank/Wachovia**                                      **Richmond, VA**  
Senior Bankcard Service Rep

- Answered, processed, and resolved telephone and written inquiries on debit and credit card accounts.
- Reviewed and investigated debit card disputes using various problem solving techniques.
- Assisted management with supervisor calls and monitoring of reps.

**1992-1996**                                      **NationsBank**                                      **Richmond, VA**  
Senior Customer Service Rep

- Provided checking, savings, investment and loans account information to customers.
- Supervised approx 8-10 reps and provided manager with daily input and monthly stats on reps.
- Provided coaching for new employees on systems.
- Created new ideas for different projects and attended Customer Service and some Management classes.

**Education**

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1991-1993                                      Virginia State University  
Petersburg, VA

**References**

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Available Upon Request