

ANGIE AUDINO

SUMMARY OF QUALIFICATIONS

1. Dedicated and driven Customer Service Manager with extensive experience in New Home Sales.
2. Adept in new home warranty, warranty service procedures and committed to building and fostering positive relationships with clients and industry colleagues. Skilled at leading teams to ensure the pre and post possession process for clients exceeds company standards.
3. A proficient team player with attention to detail, goal setting, reporting, documentation, and communication skills who believes in driving meaningful initiatives within an organization.
4. Self-starter with a passion for continuous improvement, innovation, collaboration, and comfortable in a leadership capacity.
5. Proven track record of meeting deadlines, working well under pressure and leading using sound judgment.

PROFESSIONAL EXPERIENCE

Assistant Manager, Customer Relations

Cachet Homes | April 2021-Present

- Contacted homeowners and trades regarding scheduling repairs for warranty purposes, such as a PDI deal.
- Scheduled service technicians on a daily basis to ensure that all warrantable items and the construction of the home were completed in a workmanlike manner by builder.
- Conducted weekly follow-ups in relation to appointments for service technicians, homeowners as well as trades.
- Maintained daily conversations with Tarion Home Warranty to identify potential homes which filed for conciliations resulting from incomplete repairs as well as homeowner dissatisfaction.
- Processed purchase orders where necessary and maintained a constant communication line with trades to continuously improve service standards and provide education for service technicians.
- Created a standardized format of proper customer care including how to talk to a homeowner and how to engage in and deal with a specific problem at hand.

Customer Service Manager

Country Wide Homes | December 2018-February 2021

- Owned full responsibilities of Customer Service Department, including the hiring, training, and supervision of 4 Customer Service clerks and 4 Service Technicians.
- Attended Bi-Weekly status meetings to ensure timely delivery of warranted projects.
- Worked with homeowners to ensure pre and post possession communication and experience exceeds company standards. Served as company Tarion Warranty expert.

Customer Service Coordinator

North Star Homes | March 2013-March 2016

- Led, coached and supervised a team of 8 service technicians.
- Responsible for performing all pre and post possession paperwork.
- Served as a liaison between Tarion Warranty and homeowners. Assisted both parties in timely resolution of any claims. Educated clients on warranty and warranted items.

Decor Assistant

North Star Homes | June 2007-March 2013

- Provided exceptional service to customers by answering questions, making product recommendations, providing samples and responding to customer requests.
- Maintained cleanliness and organization of décor suites.
- Communicated with Customer Service team to ensure client visits were completed and sent client selections to construction teams.

Receptionist (Administrative Support)

North Star Homes | May 2005-June 2007

- Responsible for overseeing all administrative tasks including but not limited to administering CEO correspondence and document filing, preparing and receiving incoming and outgoing mail, answering and dispatching all phone calls.
- Completed and submitted daily deposit books. Ensured office and meeting rooms remained clean and prepared for visitors and daily meetings.

QUALIFICATIONS

Tarion Home Warranty – Yearly Renewal

2020

TECHNOLOGY PROFICIENCIES

- Outlook
- Microsoft Excel
- Microsoft Word
- QAPAD
- Building Standards
- NewStar
- Tarion Warranty

SKILLS AND COMPETENCIES

- Time Management
- Team Mentorship
- Warranty Preparation
- Problem Resolution
- Client Relations
- Attention to Detail
- Communication
- H&S
- Business Development
- Customer Experience
- Decision Making
- Quick Learner
- Team Player
- Leadership Acumen
- Compliance
- Stakeholder Management
- Project Management

REFERENCES

Available Upon Request

CONTACT DETAILS

Mobile: (647) 274 5586

Email: Angie.nm@hotmail.com

Address: Bradford, Ontario