

Tracy Umana Lowe

Contact Information

(626) 318-4662
tracyvanity@gmail.com



Personal details

Birth: November 8, 1982
Marital Status: Engaged
Citizenship: United States
Mother Tongue: English

PROFESSIONAL PROFILE:

Through five years experience at major U.S. corporations, professional communication, planning and leadership skills have defined my career.

At Bank of America, I perfected my listening and communication skills by working with the bank's customers. Additionally, I received extensive training in human relations. This training has helped me apply these skills in all facets of my career and life.

At another financial institution, the Los Angeles Financial Credit Union, I reached out to clients to negotiate and persuade them to repair their financial situation with the company. Most critical to my success in this position was my ability to identify problems, analyze the issues and provide direct support.

My current position as Senior Accounting Clerk, at a large newspaper publisher, requires me to constantly develop rapport and relationships with our advertisers and clients. I must determine their needs and solve their problems on a daily basis. Given my experience and reliability, I am often called upon to train new employees.

The skills I have learned and developed in my career are essential qualities to have for an EFL teaching position because it shares the same strong emphasis is on communicating effectively and being able to meet the needs of others.

I have interacted with so many types of different people, both customers and coworkers, that my abilities in these areas are now second nature. My more than four years of experience has given me the opportunity to perfect these skills, and I am confident of my continued success as an EFL instructor.

EDUCATION:

TESL/TESOL Certification, LCC Coaching UCLA, Los Angeles, 2008

Undergraduate coursework and English Courses, Pasadena City College, 2008

(English Honors for 2006-2008)

Film School Graduate, Inner City Filmmakers, 2001

WORK EXPERIENCE:

2006-2008 Senior Accounting Clerk for Southland Publishing – Pasadena, CA

Handling accounting for clients who advertise in our various newspapers. Communicating with clients daily, identifying their needs and solving their problems. Ability to multitask, meet deadlines, stay organized, implement decisions and manage time on a daily basis. Training new employees and troubleshooting. Initiating new ideas and handling details to better streamline my work.

2004-2006 Collections Processor for LA Financial Credit Union – Pasadena, CA

Managed customer accounts, handled their payment processing and account closures. Worked with clients to file claims and negotiate their credit disputes. Gathered information to set up payment plans. Defined the individual needs of customers to work with them to pay their debts.

2002-2004 Customer Service Representative for Bank of America - Pasadena, CA

Communicated with the bank’s credit card customers to solve their problems and keep them satisfied. Each day, I handled more than 100 inquiries over the telephone, often from frustrated customers. This perfected my listening skills and required quick thinking and effective communication with a diverse array of people. Received extensive professional training from the company on human relations.

RELEVANT ACQUIRED SKILLS:

Communication Skills: Due to my customer service training and experience at Bank of America, this is my strongest skill. I am able to listen and speak effectively in a stressful environment while remaining professional and courteous.

Research and Planning Skills: In my current position I define the needs of both clients and staff and solve their problems by identifying their needs and issues. Being able to forecast weekly accounting demands has helped me develop the best strategies in meeting my organization’s goals.

Human Relations Skills: In my career I am always in constant contact with people. As a Customer Service Representative I developed abilities to build rapport with clients and provide support. In my role as a Collections Processor, I developed a keen sensitivity to customer needs. Currently as a Senior Accounting Clerk, I coach coworkers that need help with client accounts, train new employees, handle details and handle client accounts.

Language Skills: English is my first language, but having been raised by Spanish-speaking parents, I am fluent in Spanish. Also, I studied the French language in school and have some speaking ability. I plan to continue developing my French language skills.

PROFESSIONAL REFERENCES:

Angela Wang, Accounting Supervisor
Southland Publishing
50. S DeLacey Ave Suite 200
Pasadena, CA 91105
(626) 584-1500 ext. 107
angelaw@pasadenaweekly.com

Teresa Wann-Davis, Office Manager
VC Reporter/Southland Publishing
700 E. Main St.
Ventura, CA 93001
(805) 648-2244 ext. 201
teresa@vcreporter.com

Andre Coleman, Journalist
Pasadena Weekly/Southland Publishing
(626) 584-1500 ext. 114
andrec@pasadenaweekly.com
50. S DeLacey Ave. Suite #200
Pasadena, CA 91105

PERSONAL REFERENCES:

Todd Ruiz
(626) 676-9599
missionupdate@gmail.com

Brian Davis
(310)594-4694
brian@thedeathknight.com

Catherine Morgan
(626) 376-2726
catherinem@coldwellbanker.com