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HUNTINGTON TECHNOLOGY FINANCE, INC.
2285 Franklin Road, Bloomfield Hills, Michigan 48302 Tel: 248-339-1504

October 14, 2018 - June 18, 2021
Position: Functional Coordinator

Responsibilities:

First point of contact telephone management for 135 HTF employees; additionally, first point of contact and resolution redirect responsibilities to Huntington Bank; managed all extraordinary mail activity for both HTF and HB, with special emphasis on sure delivery of checks and other financial documents, tracking delivery to assure receipt; additional projects included working closely with Operations with invoicing for national sales accounts, and working closely with Insurance as the first point coordinator of insurance certificate intake for leased assets, reviewing certificates, acknowledging receipt, through document save and storage.

Additional Special Projects:

In response to economic needs of its customers through the pandemic, HB instituted a loan program with built in forgiveness, that worked hand-in-hand with government data bases. In addition to my other duties, I volunteered to assist HB with the application intake and connect portion of this program. The program was very successful and I received a bonus for my efforts.

Special international project for new customer wherein I set up a dedicated Federal Express line for international return of lease closing documents.

Recognition/Awards: Letter of Recognition for excellent service from Joe Lynch and Amy Gestall, Sales Managers.

Reason for Termination: Resulting attrition due to recent merger with TCF Bank

References:	Stephanie L. Miller Huntington Technology Finance, Inc. Vendor Operations Manager 248-842-5560	Claudia H. Hoffmann Huntington Technology Finance Inc. Capital Markets – Insurance 248-250-3243
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THE TOWNSEND HOTEL

100 Townsend Street, Birmingham, Michigan 48809 Tel: 248-642-7900

May 2014 to October, 2018

Position: Front Desk Agent

Responsibilities:

Provided consistent superior service according to Forbes' standards for this four star, 150 room luxury boutique hotel; including maintaining confidentiality for high visibility (entertainment/political) guests from reservation through departure; billing resolution, amenity negotiation, responding to special customer requests, all in accordance with the best hospitality industry standards introduced by Forbes.

Reasons for Termination: Moved away from shifts for offer of regular day hours and greater compensation

References:	Elizabeth O'Guin Assistant Events Manager The Townsend Hotel Tel: 248-842-1367	Katie McClelland Human Resources The Townsend Hotel Tel: 248-642-7900
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Recognition/Awards: Five letters of recognition and appreciation for superior service.

RITE-AID CORPORATION

1301 West Fourteen Mile Road, Clawson, Michigan 48017 Tel: 248-435-2410

November 2010 to May 2015

Position: Pharmacy Technician

Responsibilities:

Receive, process and bill prescriptions; resolve insurance issues between providers and customers; order medications from suppliers; conduct inventory of pharmacy medication and supplies.

Increased text and e-mail alerts for clients by 25 percent.

Recognition/Awards: Eight letters/certificates of recognition for superior service.

References:	Ms. Ti Kwon, Assistant Store Manager Rite-Aid Corporation Tel: 248-435-2410
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Reason for Terminating Employment: Higher visibility and greater pay at Townsend Hotel

STAPLES

1129 West 14 Mile Road, Clawson, Michigan 48017 Tel: 248-288-4163

August 2009 to August 2010

Position: Staples Sales Associate

Responsibilities:

Processed cash, checks, and credit transactions for customers; resolved consumer issues regarding products and services; promoted the Staples Reward Card to customers and increased the customer base by 20 percent.

Recognition/Awards: Four (4) certificates/letters for superior customer service.

Reason for Terminating Employment: No advancement possibility; moved to Rite Aid

References: Staples Corporate Headquarters
Human Resources
Framingham, Massachusetts
Tel: 506-253-5000

KOHL'S DEPARTMENT STORE

Oakland Square, 500 John R Road, Troy, Michigan 48083 Tel: 248-586-2400

September 2007 to September 2008

Position: Sales Associate

Responsibilities:

Process cash, check and credit card transactions for customers; resolve consumer related issues regarding products and services; proven ability to promote and sell credit card accounts to customers; customer focused and skilled in conflict resolution, receiving on average four customer commendations per month.

Recognition/Awards: Eight (8) certificates/letters for superior service

Reasons for Terminating Employment: Advancement, increase in compensation

Reference: Kohl's Corporation
Human Resource Department
Menomonee Falls, Wisconsin
Tel: 855-564-5705

MEIJER

5150 Coolidge Highway, Royal Oak, Michigan 48073 Tel: 248-280-1800

October 2005 to December 2006

Position: Team Leader

Responsibilities:

Scheduled, trained, and motivated associates in the Home and Beauty Care Department; developed and executed sales plans for Home and Beauty Care for this second largest department in a Superstore setting; responsible for merchandising, inventory control and vendor contact for the department; regularly scheduled as Duty Manager, whose responsibilities included overseeing the sales floor for six separate departments, and opening and closing of the line; Team Leader of the Month.

Recognition/Awards: Team Leader of the Month

Reason for Terminating Employment: Advancement

References: Fred Meijer Corporate Office
Human Resources
Grand Rapids, Michigan
Tel: 616-453-6711

PIER 1 IMPORTS

31800 Woodward Avenue, Royal Oak, Michigan 48073 (Store Closed Permanently)

November 2002 and August 2005

Position: Assistant Manager

Responsibilities:

Hired, trained, and scheduled Sales Associates; reconciled daily receipts and prepared bank deposits; responsible for exceeding sales objectives, increased credit card accounts, and assuring excellent customer service to our customers; Sales Associate of the Month in November 2002, October 2003, and May 2005 and August 2005; National Sales Associate of the Year in 2004.

Recognition/Awards: Twelve (12) letters of recognition from customers for superior service;
Three (3) letters of recognition from Executive for superior service;
Press Release 3-11-04 Sales Associate of the Year – sent to New York, New York
For video shoot with Tom Felicia

Reason for Terminating Employment: Advancement

ELECTRONIC DATA SYSTEMS (EDS)

800 Tower Drive, Troy, Michigan 48098 Tel: 248-874-2702

June 2000 to December 2001

Position: Customer Service Representative

Responsibilities:

Provide excellent customer service to OnStar customers; proven ability to multi-task in a fast-paced corporate environment; assured timely resolution to customer inquiries regarding OnStar services; consistently received exceptional scores from the monthly OnStar quality monitoring report; received several commendations from customers.

After sale of contract, agreed to stay to train new employees.

Recognition/Awards: Two letters of recognition for superior service; one from Executive, one from customer

Reason for Terminating Employment: Contract sold by GM to Canadian Company

Reference: Electronic Data Systems purchased by GM

J.L. HUDSON DEPARTMENT STORE

Oakland Mall, Troy, Michigan (Acquired by Marshall Fields Corporation 2001, then acquired by Macy's)

May 1999 to June 2000

Position: Ralph Lauren Specialist

Responsibilities:

Established and maintained a strong client base for the Ralph Lauren clothing line; consistently exceeded sales goals for the department; involved in the preparation of merchandise for upcoming ads and sales events; maintained the flow of merchandise on the sales floor; received several commendation letters from customers.

Recognition/Awards:

Reason for Terminating Employment: Advancement

References
Macy's
New York, New York
Tel: 513-579-7000

Recognition/Awards: Fifteen (15) certificates/letters regarding superior service
Public mention in Oakland New and Notes, March and April 2000

Education:

Michigan State University, BA, Psychology, Michigan State University, Lansing, graduated 1999

Special University Programs
Internship
Teaching Assistant

Additional Education:

Eli Broad College of Business Executive Program Master's Certificate in the following:

Hospitality Business Operations
Hospitality Business Management
Business of Hospitality
Hospitality Leadership

Additional Recognition:

Who's Who Among America's Teachers, 2005

Hard copies of letters and recognition awards available upon request.

Systems Operated

Microsoft Excel, Word, Edge, Outlook; OPERA; most POS Systems;