



# Ashleigh Black

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## OBJECTIVE

Wanting to start a career within a growing company that will embrace my talents for providing and learning different marketing and business strategies, adapting to specific environments, abiding by a flexible and efficient schedule while striving to perform at an elite and professional level.

## EXPERIENCE

### Client Care Specialist | Quicken Loans

Detroit, MI— 2014 - 2015

- Handled mass amounts of email, voicemails, phone calls and computer applications by structuring my day to accommodate a busy schedule.
- Communicated with clients, internal and external parties to ensure requests are completed, trouble issues are resolved, and mortgage refinance status is provided.
- Processed all incoming calls, verified completion of all paperwork, and foreshadowed any additional documentation that might be needed.
- Kept a team-based mentality while working within Quicken Loans knowing that if I did not have the answer that we will figure it out.
- Provide assistance and support not just to clients but team members as well.

### Business Development Intern | Lorchid Import & Export, Ltd.

Beijing, China— Summer 2013

- Researched markets that had potential for sales, marketing and growth.
- Contacted owners or distributors to inquire about their logistical needs.
- Managed multiple clients in following the logistics process in getting their products and services not only throughout China but other parts of the world, such as Canada and so on, into markets that could allow them to grow as a company.

## EDUCATION

### Bachelors of Arts in International Relations Minor in Mandarin Chinese Language

Michigan State University | James Madison College — Class of 2014

## DEGREE DETAILS & SKILLS

- Perfected to a confident level of persuasion and negotiation
- Self-starter, team player, and work well independently
- Strong communication, interpersonal skills and ability to build rapport
- Experienced with PC, Mac and systems Microsoft Office + Outlook, Adobe Systems, yet can learn different systems quickly with proper training

## REFERENCES

Matt Rogers | Senior Engineer | John Deere Merchandise | (309) 756-1110 | [rogersmatthewp@johndeere.com](mailto:rogersmatthewp@johndeere.com)

Imee Villegas-Wilson | Former Vice President | Wells Fargo Treasury Management | (415) 217-9431 | [Imee.V.Wilson@wellsfargo.com](mailto:Imee.V.Wilson@wellsfargo.com)