

Leslie (Nelson) Coker C.V. Mediator – Washington D.C.

Professional Mediator

Prince George's County Office of Community Relations

University of Maryland University College

Washington D.C. Metro Area

Specialties: basic, conflict management, credit, customer relations, customer satisfaction, customer service, data collection, decision making, delivery, government, group facilitation, legal, mediation, meeting facilitation, Microsoft office, policy analysis, prince, quality, reports, technical support, telephone skills,

Experience

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Mediator

Company Name Prince George's County Office of Community Relations

Dates Employed Aug 2008 – Present

Employment Duration 9 yrs 3 mos

Location Upper Marlboro, MD

Youth Conflict Management Strategies
EEOC Mediator
Circuit Court Child Access Mediator
Partnership Building and Outreach

Media (1)

This position has 1 media

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Leslie Nelson - Resume2017.docx

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Account Manager

Company Name Discover Card

Dates Employed Apr 2007 – Jan 2008

Employment Duration 10 mos

Researched and analyzed communication channels accessible to associates to ensure efficient delivery of new initiatives, policies and procedures.

Generated reports daily for employees and upper management in order to assess internal training weaknesses and strengths.

Created activities for associates to develop and maintain company concepts and enhance job knowledge.

Increased customer retention by resolving complex issues for clients and adding value to the customer relationship.

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Relationship Representative

Company Name Bank of America

Dates Employed Feb 2004 – Apr 2007

Employment Duration 3 yrs 3 mos

Championed Customer Satisfaction strategies and processed initiatives.

Facilitated various employee interchange meetings focusing on employee passion, recognitions and development.

Supervised new hires and current associates in on the job training to ensure proper phone etiquette and customer service techniques in use.

Researched and analyzed credit inquiries for high net worth clients via in-bound/outbound calling and provided online technical support.

Education

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University of Maryland University College

Degree Name Bachelor's Degree

Field Of Study Political Science

Dates attended or expected graduation 2009 – 2015

I studied political science and criminal justice in pursuit of my bachelor's degree.

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Hair Academy

Degree Name License

Field Of Study Cosmetology/Cosmetologist, General

Dates attended or expected graduation 2010 – 2012

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University of Delaware

Degree Name Associate's degree

Field Of Study Political Science and Criminal Justice

Dates attended or expected graduation 2002 – 2006