



Christina Mancogna

Customer Service Representative, Michigan Saves

Position with Firm

2023–present **Customer Service Representative, Michigan Saves.** Serves as a customer service representative for Michigan Saves, a multimillion-dollar nonprofit organization managed by Public Sector Consultants that provides financing solutions for those interested in making energy efficient and renewable energy improvements. Builds strong relationships with contractors, customers, and lenders by providing program qualifications, offers, qualifications and assistance. Provides additional support to the Outreach Team.

Previous Professional Experience

2016–2023 **Office Manager/Processor/Loan Servicing Team Lead, Holland Heating & Cooling, Davison, Michigan.** Provided administrative and technical support by maintaining and managing records which include invoicing, pulling and implementing records for permits, account receivables, customer support, estimator support, processing of documents for contractual policies and audits. Built strong relationships with lenders and implemented and managed lending guidelines for the sales team. Assisted the operation manager in maintaining accurate records for company success.

2011–2016 **Repair Analyst, Junk Monkey Pick-Up, Goodrich, Michigan.** Worked with multiple clients, lenders and contractors to get foreclosed properties market ready. Provided estimates and coordinated approve repairs in a timely manner.

2009–2011 **Paraprofessional/Office, Brandon Schools, Brandon, Michigan.** Provided support to elementary-aged children. Completed HighScope training to aid in lesson planning. Organized and reviewed school handbook, professional development and assisted in payroll entries. Maintained and managed before/after care records, billing, and school website.

Education Oakland Community College, Extended AAS in Computer Aided Design, specialization in Auto Body Design