

# Stefania C. Cumuze

---

## Qualifications

I currently serve as a liaison for 2 state House members and 1 Senate member and city, county, and federal government officials, business leaders, and constituents. I represent members of the delegation at public events, and various committee meetings. I have organized monthly luncheons bringing together members of all facets of government within the county, so that we can have an opportunity to improve the way we work together to serve the community.

In the past I have also been a highly qualified Customer Service Representative offering over seven years of call center experience within a fast paced environment. Talent for identifying and resolving problems thoroughly to the company's and customer's satisfaction. Advanced computer skills. Management experience. Strengths in:

Team Leadership & Collaboration  
Software Implementation  
Employee Training & Evaluation  
Internet Applications  
Microsoft Office Programs

## Education

1995-1997 Auburn University at Montgomery Montgomery, AL  
Majored in Pre-Engineering  
Chancellor's Honor Scholar  
Awarded Silver Anniversary Scholarship  
Dean's List

1992-1995 Jeff Davis High School Montgomery, AL  
Advanced Diploma

## Work experience

2004-present Eastern Shore Legislative Office Fairhope, AL  
**Legislative Assistant**

- Liaison between delegation and various community leaders
- Constituent Services – Assist in problem solving for residents of Baldwin County.
- Perform clerical tasks such as letter writing, typing, scheduling, etc.
- Compose Legal advertisements and press releases for local senators and representatives.

- Represent Baldwin County Legislative Delegation – 2 State Representatives and 1 State Senator

1996-2003 Conference America Montgomery, AL

**Customer Service Representative**

- Initially recruited as a Teleconference Operator.
- Assisted in various projects for many departments within company.
- Promoted to Assistant Director of Customer Service for last three years with company.
- Assisted in design and implementation of new software to increase call center efficiency.
- Assessed employee training needs and administered new employee evaluations.