

JESSICA CLAIRE

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SUMMARY

Friendly and positive, upbeat Customer Service Specialist bringing over 20 years of experience in fast-paced settings. Proven history of being a efficient team member building trust and maintaining long-term loyalty. Highly adaptable to addressing diverse client needs.

SKILLS

- Inbound and outbound calling
- Inventory control
- Business understanding
- Accurate recordkeeping
- Problem-solving abilities
- Buying and Purchasing
- Accounts Payable and Receivable
- Reliable, trustworthy and adaptive team player

EXPERIENCE

06/2018 to Current **Online Banking Specialist**

Midfirst Bank – Chicago, IL

- Maintained confidentiality of banking records and client information to avoid possible data breaches.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- Reviewed customer account information to determine current issues and potential solutions.
- Answered, screened and processed high volume of calls daily with call management system and web-based communications.
- Reached out to merchants and customers in order to resolve account problems.

01/2016 to 08/2018 **Refund Specialist**

Adventist Healthcare – Washington, DC

- Data import, scanning or manual keying process of accounts receivable into Passport PC.
- Processed electronic refunds and updated details in customer accounts.
- Reconciled payments and addressing aged receivables.
- Expedited resolutions to correct customer problems and complaints.
- Oversaw disputes resolution and reconciliation for eight client accounts.
- Partnered with credit manager on timely and accurate posting of remittances.

10/2011 to 12/2015 **Online Banking Specialist**

Midfirst Bank – Chickasha, OK

- Maintained customer loyalty by delivering fast, friendly and knowledgeable service for routine questions and service complaints.
- Collected customer feedback and recommended procedural or product changes to enhance future service delivery.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Documented conversations with customers in People Soft to track requests, problems and solutions offered.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Made outbound calls to obtain account information.

02/2011 to 10/2011 **Customer Service Representative**

50 Floor – Fort Lauderdale, FL

- Consulted with upset customers to determine best methods to resolve service and billing issues.
- Informed customers on billing procedures, processed payments and provided assistance to set up payment options.
- Reviewed customer data to assess current issues and determine eligibility for potential solutions.
- Collected customer feedback and recommended procedural or product changes to enhance future service delivery.
- Answered 70 inbound calls per day and directed to designated individuals or departments.
- Documented conversations with customers to track requests, problems and solutions offered.

08/2010 to 02/2011 **3rd Key**

Lineage Logistics – Kennewick, WA

- Coordinated floor moves, merchandising and display maintenance and monitored floor stock to keep popular items available to buyers.
- Trained and helped supervise staff to develop and maintain store revenue, team customer service skills and product knowledge.
- Used Point of Sale register system to complete transactions.
- Counted and balanced registers.
- Supervised bank deposits and security procedures to support store opening and closing.

11/2004 to 07/2008 **Owner/Operations Manager**

Hart Foods Inc – City, STATE

- Reviewed daily financial reports and reconciled accounts to keep information current and accurate.
- Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications..
- Managed profit and loss by following cash control procedures, maintaining inventory, managing labor and reviewing financial reports.
- Negotiated favorable contracts and determined lowest possible cost, factoring in quality and reliability, by analyzing data.

10/1998 to 11/2004 **Owner/Administrator**

H&H Industries – City, STATE

- Reconciled monthly statements and transactions to keep records accurate and current.
- Supervised accounting tasks, which included accounts payable and receivable, general ledger management and expense reporting oversight.
- Certified and processed payroll, electronic deposits and pay adjustments while distributing checks.
- Collected payments, issued receipts and updated accounts to reflect new balances.

07/1989 to 10/1994 **Owner/Operator**

Video Store N' More – City, STATE

- Forecasted sales, allocated resources and managed labor to improve productivity metrics.
- Maintained retail store presentation by overseeing merchandise replenishment, customer courtesy and inquiry response.
- Documented purchasing activities, inventory reports and department records.
- Tracked and approved procurement plans and inventory levels.
- Performed detailed review of high and low-performing products.