

JESSICA CLAIRE

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Professional Summary

Dedicated professional with bachelor's degree and 5+years of customer service searching for a challenging Entry Level Human Resource Administration position with XYZ Company that will allow the use and growth of administrative skills, interpersonal abilities and career advancement.

Skills

- Strong sense of confidence in personal abilities
- Excellent and broad computer skills including Microsoft Word, Microsoft Excel, and Outlook
- Exceptionally organized and able to maintain an organized filing system
- Able to work as a valued member of a team or independently
- Comfortable working with all levels of management
- Excellent communication skills, able to build rapport with clients in order to maintain a positive relationship

Education

Bachelor of Science: Management, 2016

George Mason University - Fairfax, Virginia

- Coursework in Accounting, Finance and Business
- Related coursework: Intro and Advanced Human Resource Management, Business Information Systems, Operations Management, Marketing, Financial Management, Legal Environment of Business

Work History

Banking Relationship Manager, 09/2013 to Current

Suffolk Federal Credit Union – West Babylon, NY

- Assigned various small business clients to learn about their financial needs, aid them to reach their goals by making appropriate product recommendations or referring the client to a financial partner.
- Serve as primary contact for new account openings and cross-sell other products and services to clients and prospects through proactive and reactive client contact.
- Support team sales process by acting upon or referring identified client needs to other lines of business (e.g., Retail Loan, Mortgage, Investments, Private Banking, Insurance, Small Business, Merchant Services).
- Serve as contact for client problem resolution regarding deposit, credit, and other products and services.
- Submitting applications to underwriter for loans or lines of credit by analyzing their net income, loan to value, and debt to income ratio.
- Maintained strict confidentiality of bank records and client information.
- Complied with regulatory requirements, including the Bank Secrecy Act, Anti Money Laundering, OFAC, USA Patriot Act, Privacy Act and Community Reinvestment Act.

Teller, 09/2011 to 09/2013

Suntrust Bank – City, STATE

- Conducting all teller transactions including deposits, cash withdrawals, loan payments, issuing money orders and official checks.
- Processing all transaction swiftly and accurately.
- Demonstrating client service skills by acknowledging all clients with their individual needs.
- Checking if all client product needs have been satisfied, and referring various products and services that fit them best.
- Conducting daily balance of one's drawer. Producing daily reports on ATM, and checking ATM deposit transaction for fraud.