

JESSICA CLAIRE

100 Montgomery St. 10th Floor ♦ (555) 432-1000 ♦ resumesample@example.com

SUMMARY

I am a versatile employee adept in financial analysis, audit support, account reconciliations and collections. Proficient in preparing financial statements, monitoring controls and completing closings. Highly detail-oriented, proactive and diligent. I also speak English and Spanish fluently.

SKILLS

- Cash register
- Customer Satisfaction
- Reading
- Selling
- Scheduling
- Sales growth
- Cash vault audit
- Loan application advisement
- Branch operations
- Increased revenue
- Rapport building
- Financial strategy management
- Financial product expertise
- Microsoft Access and Dynamics
- Risk analysis
- Cost and budget analysis
- Client relationship management
- Organization
- Supervision
- Communication

EXPERIENCE

Personal Banking Officer, 09/2016 - Current

First Hawaiian Bank – Pukalani, HI

- Expanded customer relationships by maintaining regular follow-up processes and rapport.
- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
- Partnered with loan and mortgage officers and financial advisors to provide clients with optimal financial solutions.
- Helped customers open and close accounts, apply for loans and make sound financial decisions.
- Exercised judgment when dispensing information to maintain confidentiality of sensitive information.
- Described promotional offers and used persuasive sales techniques to upsell services and convince clients to apply for additional banking services.
- Created strategic financial solutions to suit individualized client needs.
- Expanded client base through consistent product promotion and sales strategy.
- Met with clients to facilitate budget management and financial guidance.
- Maximized branch revenue by optimizing daily operations.
- Increased teller efficiency by developing and implementing improved service methods
- Ordered supplies and materials to secure inventory and sensitive and proprietary items.
- Completed month-end and year-end closings, kept records audit-ready and monitored timely recording of accounting transactions.
- Reviewed documents and personal identifying paperwork through Notary services.
- Responded promptly to customer inquiries and complaints to find solutions and diffuse tension.
- Entered new account information into computers and filed related forms and other documents.
- Interacted with prospects to better understand products and services required.
- Procured client credit reports and financial documents for account establishment.
- Prepared appropriate forms regarding cards, checks and money orders.
- Collected and recorded customer deposits and fees and issued receipts.
- Executed wire transfers of funds in compliance with banking best practices.
- Maintained customer data confidentiality while inputting information into system.
- Alleviated issues quickly by getting in touch with customers and explaining steps for successful resolution.
- Identified which company offerings would best meet customer needs and provided additional details about pricing and support.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Prioritized and organized tasks to efficiently accomplish service goals.

Sales Representative, 05/2014 - 09/2016

M3 Usa Corporation – Newport Beach, CA

- Daily tasks include calling customers, scheduling appointments, and following up with past customers to ensure complacency.
- Landing the customer on the “RIGHT” product and not putting them in something unrealistic to their finances.
- Constant training throughout each month to maintain appropriate certifications.
- Learned to sell not only our product but also the dealership and most importantly myself.
- Dealt with hundreds of people to find out that each customer has their own needs and requirements.
- It was always about hitting the monthly goal in volume of cars but even more urgently, in accomplishing our CSI (Customer Satisfaction Index) goal.
- Pursued and generated customer leads as well as engaged in follow up activities to gain new client accounts.
- Interacted with customers to understand particular needs and identify products and services best suited to helping in achieving goals.
- Explained features and benefits of merchandise to customers to increase sales and profits.
- Collaborated with other sales team members to share selling strategies and gain new insights.
- Retained clients and obtained referrals by promptly resolving customer complaints, providing value and promoting quality.

Customer Service, 12/2012 - 12/2014

Leslie's Pool Supplies (Dba) – Austin, TX

- Helped company obtain their highest goals each month by selling their products.
- Intensive reading and training each month to get better in customer satisfaction and productivity.
- Memorized the company's product deals that they had each week.
- Replenished stock everyday throughout each aisle.
- Operated the cash register and properly escorted the customer out.
- Organized store by returning all merchandise to its proper place and restocked displays.
- Stocked shelves and supplies and organized displays to focus customer attention on specific items.
- Recommended merchandise to customers based on needs and preferences.
- Educated customers on product and service offerings.
- Demonstrated products to customers, discussed features and redirected objections to capture sales.
- Met or exceeded upselling, donation and credit card sign-up targets on consistent basis by leveraging excellent communication and interpersonal strengths.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

Manager's Assistant, 08/2011 - 12/2012

Sbarro Pizza – City, STATE

- Restocked office supplies daily and troubleshoot problems with equipment to keep operations on-track.
- Maintained records through timely updates to employee and other files.
- Conducted inside training sessions to educate employees on products and company policies.
- Utilized company reports to analyze sales, gross profit and inventory activity.
- Conducted research, compiled data and prepared documentation for consideration and presentation to upper management.
- Read and analyzed incoming memos, submissions and reports to determine significance and plan distribution.
- Helped increase company profitability through customer relationship development, community involvement and marketing campaigns.
- Developed successful marketing plans to increase sales and profits while managing costs.
- Assigned tasks to associates to fit skill level and maximize team performance.
- Delegated daily tasks to team members to optimize group productivity.
- Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership.
- Enforced company policies and procedures to strengthen operational standards across departments.
- Organized schedules, workflows and shift coverage to meet expected business demands.
- Maintained inventory accuracy by counting stock-on-hand and reconciling discrepancies.
- Completed inventory audits to identify losses and project demand.
- Secured revenue, accurately monitoring transactions and deposits to eliminate discrepancies.
- Monitored cash drawers in multiple checkout stations to verify adequate cash supply.

EDUCATION AND TRAINING

Bachelor of Arts: Business Administration, 05/2021

Strayer University - Washington, DC

- Iota Eta Chapter of Alpha Sigma Lambda honor society Member

Associate of Arts: Political Science, 08/2015

Palm Beach State College - Lake Worth, FL

MBA: Information Technology Project Management

Strayer University - Washington, DC