

# JESSICA CLAIRE

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## SUMMARY

An introduction to my background shows a well equipped customer service representative with great communication skills. I am very efficient with money handling as well from previous cashier and banking employment. I enjoy being empathetic and helping my customers far pass above and beyond. All of my past job experiences have dealt with customer service industries whether it be fast food or a call center environment. I am very fluent in all things Microsoft and have a personal like for iOS systems also. I have worked in health care call centers, data collections, banking and many more varieties of experiences through contracted work from home/hybrid work. Seasoned investment professional with strong leadership and interpersonal skills. Adds energy and value to organizational quest for excellence. Special talent for banking and customer first resolution experience.

## SKILLS

- Strong sense of banking ethics
- Excellent communication skills
- Debt and credit management
- Safe and vault operation
- Currency and coin counter
- Risk management evaluation background
- MS Office proficient
- International finance knowledge
- Exceptional customer service
- Account coding specialist
- Reliable and trustworthy
- Microsoft Office
- Customer service
- Conflict Resolution
- Computer skills
- Problem resolution
- Process Monitoring
- Account Services
- Data Entry
- Customer Service
- Information Processing

## EXPERIENCE

10/2020 to 01/2023 **Electronic Banking Specialist**

Cadence Bank – Martinez, GA

- Maintained confidentiality of bank records and client information, directed specific questions to appropriate branch personnel and exceeded customer service satisfaction ratings.
- Maintained confidentiality of banking records and client information to avoid possible data breaches.
- Recommended key updates to system software based on performance data, user feedback and integrated software enhancements.
- Examined checks for identification and endorsement.
- Fulfilled diverse duties to provide customer service, operate money counters, balance and replenish ATMs, maintain accounts and open new accounts.
- Verified amounts and integrity of every check or funds transfer.
- Managed customer referrals to help financial services team members capitalize on sales changes.
- Acquired and maintained knowledge of emerging technologies for customer virtual interactions.
- Processed 25 cash withdrawals per shift with high-level accuracy.
- Exceeded customer service satisfaction ratings by 94% by providing prompt answers to specific questions.
- Used customer information to tailor recommendations to promote or sell travelers' checks, savings bonds and cashier's checks.
- Received mortgage and other loan payments, verifying payment dates and amounts due.
- Performed special services for customers, ordering bank cards and checks.
- Composed, typed and mailed statements and correspondence related to discrepancies and outstanding unpaid debts.

12/2016 to 10/2020 **Customer Service Representative**

Hartung Glass – Renton, WA

- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Educated customers on special pricing opportunities and company offerings.
- Documented conversations with customers to track requests, problems and solutions.
- Assisted customers in making payments on accounts and setting up payment plans.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Upheld strict quality control policies and procedures during customer interactions.
- Provided outstanding service to new and long-standing customers by attending closely to concerns and developing solutions.

• Reviewed customer account information to determine current issues and potential solutions.

• Asked probing questions to determine service needs and accurately input information into electronic systems.

• Informed customers about billing procedures, processed payments and provided payment option setup assistance.

• Consulted with customers to determine best methods to resolve service and billing issues.

• Built client rapport while accurately processing repair documentation and troubleshooting technical discrepancies through completion.

• Escalated customer concerns, store issues and inventory requirements to supervisors.

• Remained constantly aware of customer activity to ensure safe and secure shopping environment.

• Secured client retention by driving service and product benefits, features and recommendations around clients' needs.

• Answered 70-100+ inbound calls per day and directed to individuals or departments.

• Trained new employees on procedures and policies to maximize team performance.

• Worked with supervisor to develop customer service improvement initiatives.

• Created and implemented process improvements to reduce workloads and bolster callback efficiency.

05/2014 to 05/2016 **Crew Member**

College Hunks Hauling Junk And Moving – Germantown, WI

- Wiped down tables and equipment, swept and refilled stock.
- Kept restaurant lobby, front counter, drive-thru, kitchen and restrooms neat and clean throughout shift.
- Packed fast food products in approved containers, cups and bags.
- Entered orders into computer system to send order details to kitchen, mentioning customers' special requests and food allergies in person.
- Prepared quality products while maintaining portion control and presentation within service goal times.
- Drove team success by completing assigned task quickly and accurately.

• Demonstrated proper food safety practices by accurately completing quality control checklist.

• Upheld high standards of productivity and quality in operations.

• Restocked supplies, removed trash and cleaned areas.

• Answered customer questions and took orders.

• Verified orders and bagged items for easy transport.

• Maintained order of customer and crew member work areas.

03/2014 to 05/2015 **Cashier**

Westgate Resorts – Cosby, TN

- Operated cash register, collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.

• Wiped down counters and conveyor belt to remove debris and maintain cleanliness.

• Helped customers find specific products, answered questions and offered product advice.

• Worked closely with front-end staff to assist customers.

• Processed sales transactions to prevent long customer wait times.

• Accepted cash and credit card payments, issued receipts and provided change.

• Trained new team members in cash register operation, stock procedures and customer services.

• Wrapped items and bagged purchases properly to prevent merchandise breakage.

• Helped with purchases, locating items and signing up for rewards programs.

• Inspected items for damage and obtained replacements for customers.

• Verified customer identification for alcohol or tobacco purchases.

• Answered customer questions, provided store information and escorted to desired store areas.

## EDUCATION AND TRAINING

05/2021

**Associate of Arts: Allied Health Career Pathway**

Pearl River Community College - Poplarville, MS

05/2016

**High School Diploma**

West Marion High School - Foxworth, MS

05/2015

**Vocational Certification: Allied Health And Information Technology**

Carl Loftin Career Technical - Columbia

**Associate of Arts: General Studies**

Southwest Mississippi Community College - Summit, MS