

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

I'm a dedicated customer service and former banking professional with 30 years of supporting people and their needs. I am driven by learning from others and raising the effectiveness of my role to improve the process at hand. I believe that customers need nurtured through respectfulness and a dedication to listening. I strive to manage database CRM's and attain sales goals, grow revenue through sound process and closing skills, while providing strong clarity, on-the-spot product knowledge, and a sincere concern for a seamless and positive customer interaction. My most proudest achievements have been the transformation of problematic branch offices into stellar training centers.

SKILLS

- Dollar Bank Management & Leadership Program Graduate
- Branch Operations & Sales Specialist
- Loan Processing & Closing Specialist
- High Energy Team Building
- Effective Writer & Strong Communicator
- Financial Statement Metrics Reporting
- Microsoft Outlook Certified
- Adobe Acrobat, Word, Excel, Outlook, Recruit, Banner, Five9, Webex, Blackboard

RELEVANT WORK

Banking Center Manager

Webster Financial Corporation – Pittsburgh, PA

- Recruited and hired talent for operations and service delivery and managed branch offices by mentoring and cross-training new leadership as part of succession planning.
- Adhered to established security procedures and reported potential fraud or safety violations to management for immediate recourse.
- Performed banking, business administration and financial tasks to guarantee five-star service for clients.
- Performed routine closings, maintained clean, accurate and accessible records and kept close eye on transaction updates throughout each quarter.
- Complied with established internal controls and policies.
- Increased new bank relationships within local community through execution of quarterly promotions.

Internet Lending Specialist

Adaptimmune Therapeutics Plc – Pittsburgh, PA

- Co-founded department to originate, process, and close first mortgage loans in five different states.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Monitored pipelines to track and log status of loans.
- Explained very technical financial information to applicants in easy to understand language.
- Compiled closing packages for drafting and presentation accuracy.
- Obtained copies of applicants' credit histories and reviewed paperwork to determine feasibility of granting loans.

Financial Services Educator

NCR Credit Union – Dayton, Ohio

- Conducted seminars on consumer credit, lending and deposit accounts, and overall sound personal budgeting practices to Select Employer Groups.
- Provided access to products and services via informative seminars designed to educate consumers in order to obtain new memberships and improve existing ones.

01/2022 to Current **Document Control Specialist**

Regent University – Virginia Beach, VA

- Modified and maintained tools to support operations and business process creation using Adobe Acrobat, Word, Excel, Outlook, Recruit, Banner, Five9, Webex, Blackboard.
- Serve as a primary controller and database manager for document imaging, document intake procedures, and quality control checks on data.
- Ensuring transcripts from incoming students are received and recorded accurately while assisting in continuous process improvement activities.
- Organize and manage the collection and distribution of incoming recruitment and admissions related documentation and information requests.
- Review and certify secondary and post-secondary transcripts for accuracy and authenticity while applying and interpreting admissions and record policies in a variety of procedural situations.
- Responsible for maintaining the influx and routing of transcripts over numerous electronic exchange websites.
- Provide backup and assistance to the Registrar's Office and Transcript Department's scanning, indexing, record updates, and other data entry projects as needed.
- Perform excellent customer support, service, and communication to Admissions Counselors and Advisors, Regent applicants, Regent faculty and other staff, and representatives from external institutions and vendors.

EDUCATION

Bachelor of Arts

Saint Vincent College - Pittsburgh, PA

12/2022

Certification: School of Loan Origination (SOLO)
Mortgage Bankers Association