

# Jessica Claire

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<b>SUMMARY</b>	Dedicated and organized financial professional with outstanding relationship-building and problem-solving skills. Driven to exceed expectations and operate effectively in fast-paced, high-pressure environments. Self-motivated team player adept at cultivating partnerships and building lasting relationships across all demographics and management levels. Dynamic and reliable with exceptional customer service and communication skills.
<b>SKILLS</b>	<ul style="list-style-type: none"><li>Fraud assessment</li><li>Analytical</li><li>Team management</li><li>MS Office</li><li>Customer satisfaction</li><li>CRM Certifications</li><li>Client relationship management</li><li>Cost and budget analysis</li><li>Risk analysis</li><li>Project Management</li></ul>
<b>CERTIFICATIONS</b>	<p><b>Series 6</b> - Entitling me to register as a company's representative and sell certain types of mutual funds, variable annuities, and insurance.</p> <p><b>Series 63</b> - Entitling me to solicit orders for any type of security in most states.</p>
<b>EXPERIENCE</b>	<p><b>ASSOCIATE, CLIENT INTEGRATION ANALYST</b> <span style="float: right;">08/2022 to CURRENT</span></p> <p><b>Ascension Health   Broken Arrow, OK</b></p> <ul style="list-style-type: none"><li>Supports the Vice President in the effective implementation, maintenance and administration of first line of defense (1st LOD) programs (e.g., operational risk, internal controls, compliance, regulatory, etc.).</li><li>Facilitates documentation of existing internal processes, including the identification of business risks and controls.</li><li>Participates in initiatives to improve internal processes in regards to data and recordkeeping policies.</li><li>Help manage a book of \$4.5B in assets.</li></ul> <p><b>MANAGER, LICENSED RELATIONSHIP BANKER</b> <span style="float: right;">07/2021 to 08/2022</span></p> <p><b>Boys &amp; Girls Clubs Of St. Lucie County   Fort Pierce, FL</b></p> <ul style="list-style-type: none"><li>Conducted team meetings as well as coached bankers and associates.</li><li>Managed overrides, scheduling, account opening compliance review, P&amp;L Reviews, and daily operations.</li><li>Managing assigned customers and proactively meeting with them - in person and over the phone - to build lasting relationships, discover financial needs, and tailor product and service recommendations.</li><li>Making lives of customers easier by sharing and setting up self-service options to access their accounts.</li><li>Partnering with Specialists (Financial Advisors, Mortgage Bankers, and Business Relationship Managers) to connect customers to experts who can help them with specialized financial needs.</li></ul> <p><b>RISK MANAGEMENT SPECIALIST</b> <span style="float: right;">08/2020 to 07/2021</span></p> <p><b>Accor Hotels   Santa Monica, CA</b></p> <ul style="list-style-type: none"><li>I utilize internal and third party web tools to execute dispute claim investigations in accordance with Federal Regulations E and Z, NACHA Operating Rules, and other applicable regulations.</li><li>File chargebacks and fraud reporting in accordance with payment network (Visa, MasterCard) rules, review merchant responses and determine if they met compelling evidence thresholds; execute arbitrations when necessary.</li><li>Communicate claim investigation findings to members, and credit their accounts when we determine an error occurred.</li><li>Respond to document requests and rebuttals, and communicate findings to members.</li><li>Collect and review documentation from Chime members and third parties.</li><li>Support internal and external audits and due diligence requests.</li></ul> <p><b>FOUNDER/COACH</b> <span style="float: right;">05/2018 to CURRENT</span></p> <p><b>MBA And Associates   City, STATE</b></p> <ul style="list-style-type: none"><li>Regularly work with over 80 players a week.</li><li>Coordinated for 3 other coaches and create schedules and programs seasonally.</li><li>Aided in developing athletes at all levels from beginner to elite.</li><li>Acted as a role model for players by exhibiting positive behaviors.</li><li>Motivated athletes to always be improving in all aspects of their lives.</li><li>Inventoried equipment and kept adequate gear and equipment available for practices and events.</li><li>Consistently integrated new clients to capitalize on business opportunities to increase the overall client base by offering custom to the individual packages.</li></ul> <p><b>ACCOUNTING ASSISTANT</b> <span style="float: right;">08/2019 to 01/2020</span></p> <p><b>Park Ridge Park District   City, STATE</b></p> <ul style="list-style-type: none"><li>Balanced reports and batch summaries to submit for approval.</li><li>Prepared financial statements and prepared journal entries.</li><li>Process accounts payable forms, invoices, and checks, and perform various other bookkeeping functions.</li><li>Gained knowledge in reading legal contractual agreements.</li><li>Planning, controlling, budgeting and decision-making.</li><li>Kept an accurate accounting of cash, credit transactions, and check payments.</li></ul> <p><b>FAILITIES SUPERVISOR</b> <span style="float: right;">06/2014 to 03/2020</span></p> <p><b>Company Name   City, State</b></p> <ul style="list-style-type: none"><li>Maintained the ice, schedule, cooling and mechanical equipment.</li><li>Established and enforced clear safety policies to protect workers from injury.</li><li>Offered input during the planning of special building events.</li><li>Performed weekly maintenance assessments.</li><li>Monitored employee work levels and optimized performance with strategic approaches.</li><li>Assigned tasks to team members based on individual strengths and promoted a teamwork-driven environment to meet goals.</li><li>Suggested changes in equipment use and layout to improve efficiency.</li><li>Evaluated customer issues and complaints and developed amicable solutions.</li></ul> <p><b>EDUCATION</b></p> <p><b>Bachelor of Science</b>   Business Administration And Management <span style="float: right;">06/2020</span></p> <p><b>DePaul University (Driehaus College of Business), Chicago, IL</b></p> <ul style="list-style-type: none"><li>Dean's List Honoree.</li><li>Coursework in business ethics, career management skills, creativity and entrepreneurship, sales, effective business communication, social media marketing, global economics, contractual agreements, and accounting and finance.</li><li>Senior year focused on investment theory, money and banking, quantitative reasoning, and risk management.</li></ul> <p><b>Associate of Science</b>   Business Economics <span style="float: right;">06/2017</span></p> <p><b>William Rainey Harper College, Palatine, IL</b></p>