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# JESSICA CLAIRE

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Montgomery Street, San Francisco, CA 94105 ♦ (555) 432-1000 ♦ resumesample@example.com

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## PROFESSIONAL SUMMARY

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Banking Specialist who achieves and exceeds targets and goals by delivering legendary customer service that builds long term relationships with customers. Possesses impeccable written and verbal communication skills and excellent interpersonal skills

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## EDUCATION

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**Associate of Arts:** Business Management, Current  
**Rutgers University** - Camden, NJ

**Associate of Arts:** Business Administration, 2015  
**Camden County College** - Camden, NJ

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## EXPERIENCE

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**Banking Specialist**, 10/2016 - Current

**Paycom Software, Inc.** – Chicago, IL

- Answered telephone inquiries on banking products including checking, savings, loans and lines of credit.
- Display positive, professional tone, exhibit empathy when required, deliver key attributes and provide a WOW! experience for the customer
- Take ownership of customer concerns and resolve customer issues at first point of contact
- Accomplish sales goals by offering personalized advice
- Utilize appropriate discretion and negotiation tactics when addressing fee disputes

**Server**, 09/2015 - 10/2016

**Eagles Landing Restaurants** – Charleston, SC

- Skillfully promoted items on beverage lists and restaurant specials.
- Displayed enthusiasm and knowledge about the restaurant's menu and products.
- Consistently provided professional, friendly and engaging service.
- Partnered with team members to serve food and beverages that exceed guests' expectations
- Provided friendly and attentive service that makes guests feel well taken care of and builds their intent to return.
- Served alcoholic beverages in accordance with company standards and state alcohol service requirements

**Server/Hostess**, 02/2013 - 10/2015

**Zinburger** – City, STATE

- Performed guest service by greeting guests and seating all as promptly as possible
  - Always greeted guests in a warm, hospitable manner and arranged seating in the most organized fashion
  - Ensured that all available tables are clean and properly prepared
  - Exhibited professional, sincere hospitality towards all guests at all time.
  - Maintained a calm demeanor during periods of high volume or unusual events to keep store operating to standard and to set a positive example
  - Carefully monitored the operation of the stores and assisted the manager in identifying and solving present and potential guest problems
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## ACCOMPLISHMENTS

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- Bloomberg Market Concepts Certified
- Recognized as one of the top banking specialists for Quarter 2 in 2017
- Server trainer and host trainer at Zinburger