

# Jessica Claire

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## SUMMARY

Resourceful Branch Manager offering more than 17 years of experience in challenging, fast-paced Banking environments. Amiable professional known for leading constructive and cooperative working relationships within team setting.

## SKILLS

Customer Service Skills

Ambition and Desire to Succeed

Ability to Sell Products and Services

Motivating

Teamwork

## EXPERIENCE

RELATIONSHIP BANKING MANAGER

02/2020 to CURRENT

Republic Services, Inc. | Middlesex, NJ

- Addressed inquiries from clients and relationship management department team members.
- Generated new leads through various prospecting methods, presenting opportunities to sell services and build larger client base.
- Provided customers with first-rate experience and developed long-lasting relationships.
- Consulted with small business customers to determine needs and means and propose personalized banking solutions.
- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
- Maximized branch revenue by optimizing daily operations.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Met or exceeded sales goals by promoting bank products and services in customer interactions.
- Assigned tasks to associates to fit skill levels and maximize team performance.
- Trained employees on additional job positions to maintain coverage of roles at all times.
- Met with each associate to establish realistic monthly sales goals.
- Supervised and trained customer service team members to provide exceptional service, driving retention and satisfaction.
- Conducted special service and account transactions for customers, including ordering checks and placing stop payment orders.
- Assisted customers in bank operations, including opening accounts, accessing safe deposit boxes and ATM operations.
- Entered transactions into computer and issued customer receipts.
- Identified and reported suspicious behavior to security personnel as appropriate.
- Opened new customer accounts, including checking, savings and lines of credit.
- Responded and assisted customers with account inquiries and updates.
- Cashed customer checks, verified identification and checked account balances in accordance with bank policy.
- Demonstrated expertise in identifying and mitigating potential fraud and transaction risks.
- Welcomed customers and offered pleasant service during entire transaction.
- Identified and eliminated errors when balancing ATM transactions, teller cash dispensers and teller cash recyclers.
- Explained bank services, financial products and applicable fees to customers.
- Increased knowledge of banking products and services by actively participating in available training classes and workshops offered to employees.
- Identified customer financial needs, goals and objectives and offered appropriate financial products to suit needs.
- Served large number of customers during high volume shifts and remained composed and professional in stressful situations.
- Researched banking guidelines and statutory requirements to stay updated on new laws and applications.
- Fulfilled diverse duties to provide customer service, operate money counters, balance and replenish ATMs, maintain accounts and open new accounts.
- Balanced daily cash deposits and vault inventory with zero error rate.
- Managed customer referrals to help financial services team members capitalize on sales changes.

CUSTOMER SERVICE REPRESENTATIVE

07/2006 to 02/2020

Freedom Mortgage | Montgomery, AL

- Delivered service and support to each customer, paving way for future business opportunities.
- Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Set up and activated customer accounts.
- Made outbound calls to obtain account information.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Educated customers on special pricing opportunities and company offerings.

LOAN OFFICER ASSISTANT

07/2005 to 07/2006

Fredbeans | Langhorne, PA

- Checked applicant credit, personal references and employment histories.
- Conveyed acceptance or rejection to customers by mail, telephone or in person.
- Prepared and delivered loan documents to title and escrow teams.

HUMAN RESOURCES ASSISTANT

07/2004 to 07/2005

Sevier County Bank | City, STATE

- Developed and maintained training materials and benefits packets for new hires.
- Guided new hires through orientation and on-boarding and explained documentation requirements to facilitate HR process.
- Verified previous employers and other references to determine applicants' employment acceptability.
- Filed documents, delivered mail and performed bookkeeping to facilitate office operations of HR department.
- Created, organized and maintained employee personnel files to keep sensitive data secure.

## EDUCATION AND TRAINING

New Accounts - CD's - IRA's - Safe Deposit Box  
Tennessee Bankers Association , Knoxville, TN

Business  
Tennessee State Technical , Knoxville, TN

High School Diploma  
Sevier County High School, Sevierville, TN

05/1981