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# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

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My objective is to obtain a position that will allow me to use my experience and skills in a company that can benefit from my work ethic and where I can secure a career.

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## SKILLS

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- Project planning and development
- Customer relations specialist
- Process improvement
- Quality assurance and control
- Organized
- Unsurpassed work ethic
- Results-oriented
- Dependable
- Natural leader
- Finance background
- Employee relations
- Performance evaluations
- Work flow planning
- Detail-oriented
- Project management
- Professional phone etiquette
- Excellent communication skills
- Database management
- Articulate and well-spoken
- Customer service-oriented
- Flexible
- Accurate and detailed
- Excellent planner and coordinator
- Works well under pressure
- Pleasant demeanor

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## WORK HISTORY

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**Client Advocate**, 10/2012

**Willis Towers Watson** – Mount Laurel, NJ

Responsible for answering inbound calls from clients with questions relating to their enrollment in the Freedom Financial Program, while providing the highest levels of service. This includes, but not limited to: client service requests, outbound client phone calls, voice mails, emails, faxes, noting client accounts and interacting with internal departments.

Saves Team (trainer and emails), new advocate mentoring (side by sides) Incoming email support, NPS Survey outbound response, "Floor Walker", assist management with client concerns to defuse escalated issues.

**Personal Banker II**, 02/2012 - 10/2012

**Frost** – Fort Worth, TX

Generate new business by networking in surrounding communities. Open new accounts and close loans manage client database, cross train Customer Service Representatives on the benefits of referrals.

**Retail Banking Specialist**, 06/2011 - 02/2012

**First International Bank & Trust** – Grand Forks, ND

- Work with new and existing clients to invest monies to specific Money Market, Savings and IRA accounts.
- Help guide and develop plan of action to insure financial growth.

**Service Banker**, 05/2004 - 04/2011

**Country Club Bank** – Lees Summit, MO

Administrative Assistant to Vice President of Retail Banking for South East Valley; scheduling, maintain business files, A/P, A/R, organize and facilitate meetings, decision making, manage financial and all banking reports Liaison for all Tellers, Personal Bankers, Financial Advisor's and Outside Vendors, Service clients, open new accounts, close loans (Retail/Commercial), troubleshoot and research banking errors. Generate new business by networking in surrounding communities.

**Call Center Lead**, 2003 - 2004

**Metlife** – Omaha, NE

- Interview and test applicants for open call center positions Monitor and Train call center associates Customer service and manage client database Trouble shoot problems.

**Personal Banker II**, 1996 - 2003

**Frost** – Addison, TX

- Generate new business by networking in surrounding communities.
- Open new accounts and close loans Manage client database Cross train Customer Service Representatives on the benefits of referrals.

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## EDUCATION

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**Associate of Arts**: Banking and Finance, 1998

**Phoenix College** - Phoenix, AZ

2010 Graduate of M&I Marshall and Ilsley Bank -Customer Service Manager Development Program.