

Robert Smith

Online Banking Specialist

Phone (123) 456 78 99

Email: info@qwikresume.com

Website : www.qwikresume.com

LinkedIn: linkedin.com/qwikresume

Address: 173 7 Marshville Road, Alabama

SUMMARY

To obtain a full-time Online Banking Specialist position that allows me to utilize and develop my skills as a business professional in product development while allowing me to improve development processes and create innovative product designs.

SKILLS

Cashing Handling, Customer Service, Call Center.

WORK EXPERIENCE

Online Banking Specialist

ABC Corporation - December 2013 - March 2015

- Met or exceeded individual productivity and quality referral goals.
- Analyzed and resolved problems quickly while communicating effectively and documenting responses.
- Provided remarkable customer service by handling inbound and outbound customer service calls and offering problem resolution, resolve customer disputes such as late charges, missing payments and misapplied payments.
- Troubleshoot and resolved on-line and mobile banking issues with emphasis on customer service.
- Ensured compliance with applicable federal, state and local laws and regulations, and Comerica's policies and procedures.
- Ensured compliance and completion of necessary compliance related training.
- Lead OLB team Dady during C3 Ironman Campaign, create and design referral games to promote sales and team comradery Accomplishments Member of Recreation Activity Committee Skills Used Customer service Project Management.

Online Banking Specialist

Delta Corporation - 2008 - 2013

- Administers all electronic banking products including ATM, debit and credit cards, and online bill-paying services.
- Responds to all customer inquiries regarding the banks electronic banking products.
- Have knowledge of commonly-used concepts, practices, and procedures within a particular field.
- Rely on instructions and pre-established guidelines to perform the functions of the job.
- Assisting in downloading banking statements, assisting in downloading for mac pc, clearing information in the browser for Firefox, and setting controls.
- Helping customers with bank accounts Skills Used Customer Service Problem-Solving Communication.
- PSR3 Leadership Online Banking Department.

EDUCATION

BS