

# Jessica Claire

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

<b>PROFESSIONAL SUMMARY</b>	<p>Enthusiastic Applicant eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of [Task] and [Task] and training in [Skill]. Motivated to learn, grow and excel in [Industry].</p>
<b>SKILLS</b>	<ul style="list-style-type: none"><li>Banking operations knowledge</li><li>Quality review processes</li><li>Quality improvements</li><li>Quality auditor</li><li>Quality standards adherence</li><li>Operations coordination</li></ul>
<b>WORK HISTORY</b>	<p><b>CLERK 2 - QUALITY CONTROLL - DEPOSIT OPERATIONS BANKING</b> <span style="float: right;">05/2018 to CURRENT</span></p> <p><b>Business First Bank   Leesville, LA</b></p> <p>Data entry and document review</p> <ul style="list-style-type: none"><li>Evaluated source documents to locate information needed for each data entry field</li><li>Added documents to file records and created new records to support filing needs</li><li>Organized, sorted and checked [Type] input data against original documents</li><li>Supported [Type] department with special projects resulting in [Result]</li><li>Reviewed and updated client correspondence files and [Type] database information to maintain accurate records</li><li>Entered numerical data into databases with speed and accuracy using 10-key pad</li><li>Kept optimal quality levels to prevent critical errors and support team performance targets</li><li>Obtained scanned records and uploaded into database</li><li>Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports</li><li>Scanned documents and saved in database to keep records of essential organizational information</li><li>Entered client information into databases quickly and with minimal errors</li><li>Ensured that all computer system information was accurate and up-to-date</li><li>Scanned files, eliminating outdated records</li><li>Received incoming calls and messages and addressed or triaged phone requests</li><li>Adhered to established policies, procedures and compliance for satisfactory audit rating</li><li>Investigated and resolved customer complaints to foster satisfaction</li><li>Collaborated with team to define business requirements for organizational processes, achieve productivity standards and adhere to accuracy standards</li><li>Coordinated with [Type] team in developing project plans for prioritized initiatives</li></ul> <p><b>TELLER II</b> <span style="float: right;">05/2015 to 03/2018</span></p> <p><b>Amazon.Com, Inc.   Cupertino, CA</b></p> <ul style="list-style-type: none"><li>Completed highly accurate, high-volume money counts via both manual and machine-driven approaches</li><li>Identified sales opportunities and referred customers to branch partners in financial services</li><li>Processed quarterly vault and ATM audits with zero error rate</li><li>Executed customer transactions, including deposits, withdrawals, money orders and checks</li><li>Provided high level of customer service through friendly approach, strong professionalism and timely assistance with customer transactions</li><li>Completed special procedures for customers such as ordering new checks, stopping payments or investigating identity theft</li><li>Checked amount details and fraud markers for transaction papers such as checks and money orders</li><li>Maintained balancing record with [Number]% rate of accuracy</li><li>Volunteered for extra shifts during holidays and other busy periods to alleviate staffing shortages</li><li>Observed all procedures regarding financial and customer information to prevent possible breaches and data misuse</li><li>Collected member loan payments</li><li>Maintained teller drawer to perform bank transactions</li></ul> <p><b>STORE MANAGER</b> <span style="float: right;">01/2010 to 11/2015</span></p> <p><b>Rite Aid   City, STATE</b></p> <ul style="list-style-type: none"><li>Engaged and interacted with customers to create positive shopping experiences and drive revenue growth</li><li>Oversaw receiving and display of incoming products, meeting planned promotions and seasonal rotation for sales events</li><li>Rotated merchandise and displays to feature new products and promotions</li><li>Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands</li><li>Managed vendor selection and relations to guarantee best pricing and on-time deliveries</li><li>Generated repeat business by delivering exceptional customer service and positive engagement</li><li>Reported to district manager regarding all store and staff issues, financial goals and sales</li><li>Oversaw employee scheduling to guide operations and secure adequate staffing coverage for busy periods</li><li>Maintained proper product levels and inventory controls for [Type] merchandise and organized backroom to facilitate effective ordering and stock rotation</li><li>Planned budgets and authorized payments and merchandise returns</li><li>Upheld and communicated store programs and standards to employees for optimal quality, freshness, safety and cleanliness</li><li>Kept inventories accurate with daily cycle counts and [Timeframe] audits to identify and resolve variances</li><li>Hired, trained and evaluated personnel in sales and marketing</li><li>Set effective store schedules based on forecasted customer levels, individual employee knowledge and service requirements</li><li>Managed all aspects of store operations, including organization, maintenance and purchasing functions</li><li>Trained and developed new associates on POS system and key sales tactics, which improved process flows</li></ul> <p><b>EDUCATION</b></p> <p><b>Diploma</b>   General Studies <span style="float: right;">05/2007</span></p> <p><b>Middlebury Senior Union High School, Middlebury, VT</b></p> <p><b>Protective Services</b>   Fire Science, Emergency Medical Services. <span style="float: right;">05/2007</span></p> <p><b>Hannaford Career Center, Middlebury, Vermont</b></p>