

# Jessica Claire

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

## Summary

Comercial Banking Representative with demonstrated command of Mortgage [Type] expert with developed aptitude for [Action] and [Action]. Multilingual and fluent in [Language] and [Language], offering solid comprehension of cultural diversity. [Job Title] with talent for [Task] and [Task]. Strong knowledge of [Area of expertise] and [Area of expertise]. Communicative and team-oriented with proficiency in [Software]. Proven history of fostering [Action] to meet team, individual and management objectives.

Talented Branch Manager successful in improving team effectiveness, [Area of expertise] and [Area of expertise] in challenging markets. Detail-oriented professional seeking to take on new role in dynamic environment with emerging company.

## Skills

- Debt and credit management
- Account coding aptitude
- Equifax Application Engine
- Financial planning expert
- Customer service-focused
- Organization
- Process improvement
- Customer service
- Communications
- Business operations
- Planning and coordination
- Relationship development
- Administrative support

## Experience

Commercial Banking Relationship III, 01/1999 to Current

USBANK – City, STATE

- Developed and strengthened client relationships to support company service and business objectives.
- Analyzed applicants' financial status, credit and property evaluation to determine feasibility of granting loan.
- Performed daily maintenance of loan applicant database.
- Provided expert financial advice on mortgage and both educational and personal loans.
- Educated customers on variety of loan products and available credit options to promote valuable decision-making.
- Created financial analysis reports of commercial real estate, borrowers' financial statements, lease reviews and market research.
- Improved operations by working with team members and customers to find workable solutions.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Improved customer satisfaction by finding creative solutions to problems.
- Recognized by management for providing exceptional customer service.
- Used Microsoft to manage client relationships.

Supervisor First in Touch Communication , 11/1996 to 05/1998

First In Touch Communications – City, STATE

- Worked effectively with authorities to obtain permits and resolve any site issues.
- Scheduled project plans and employee hours.
- Planned and directed site installation work and engineering activities to get equipment and controls set up and verified.
- Ran new wiring and cables to connect systems or bypass faults.
- Prepared accurate estimates and work orders based on expected labor and parts requirements for each job.
- Diagnosed and isolated system malfunctions with visual inspections, testing instrumentation and software systems.

Accounting Teacher, 03/1993 to 03/1995

University Of Carabobo – City, STATE

- Helped recruit students to business program, assisted with registration activities and directed placement of individuals into appropriate courses.
- Met with students to understand educational desires, identify current issues and provide advice on academic, career and vocational plans.
- Evaluated and graded students' classwork, papers and assignments to assess course success and student understanding of materials.
- Met course and department instructional goals by integrating key competencies into lesson plans.
- Helped students understand topics by initiating and moderating classroom discussions.
- Developed incentives to keep participants in class and engaged in material.
- Improved operations by working with team members and customers to find workable solutions.
- Improved customer satisfaction by finding creative solutions to problems.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.

Office Administrator of Accounts, 09/1992 to 09/1994

Marketing Company – City, STATE

- Followed detailed end-of-month accounting procedures to verify proper balancing of all accounts and readiness for new month.
- Coded invoices and other records to maintain organized and accurate records.
- Tracked income and expenses for business using [Software].
- Switched from [Software] to [Software], modernizing processes and digitizing over [Number] [Type] documents.
- Verified vendor accounts by reviewing documentation, rectifying issues and contacting account holders.
- Analyzed day payments and created detailed reports to identify and suggest remedies for areas of improvement.
- Applied mathematical skills to calculate totals, check figures and correct problems with physical and digital files.
- Compiled budget documents and monitored costs to maintain control systems.
- Reconciled all bank and credit card accounts monthly.
- Assessed data and information to check entries, calculations and billing codes for accuracy.
- Maintained full compliance when executing and tracking bank reconciliations, A/P, invoicing, billing and collections.
- Supported human resources by certifying and processing payroll, electronic deposits and pay adjustments while distributing checks with zero lag time.
- Tracked expenses and entered deposits into Oracle Financials while reconciling monthly bank accounts to verify accuracy.
- Implemented program to create daily spreadsheets and streamline financial reporting.

## Education and Training

BBA: Accounting, 03/1995

University of Carabobo - Maracay