

JESSICA CLAIRE

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SUMMARY

Friendly and positive, upbeat Customer Service Specialist bringing over 20 years of experience in fast-paced settings. Proven history of being a efficient team member building trust and maintaining long-term loyalty. Highly adaptable to addressing diverse client needs.

SKILLS

- Inbound and outbound calling
- Inventory control
- Business understanding
- Accurate recordkeeping
- Problem-solving abilities
- Buying and Purchasing
- Accounts Payable and Receivable
- Reliable, trustworthy and adaptive team player

EXPERIENCE

- 06/2018 to Current **Online Banking Specialist**
Midfirst Bank – Chicago, IL
- Maintained confidentiality of banking records and client information to avoid possible data breaches.
 - Displayed strong telephone etiquette, effectively handling difficult calls.
 - Reviewed customer account information to determine current issues and potential solutions.
 - Answered, screened and processed high volume of calls daily with call management system and web-based communications.
 - Reached out to merchants and customers in order to resolve account problems.
- 01/2016 to 08/2018 **Refund Specialist**
Adventist Healthcare – Washington, DC
- Data import, scanning or manual keying process of accounts receivable into Passport PC.
 - Processed electronic refunds and updated details in customer accounts.
 - Reconciled payments and addressing aged receivables.
 - Expedited resolutions to correct customer problems and complaints.
 - Oversaw disputes resolution and reconciliation for eight client accounts.
 - Partnered with credit manager on timely and accurate posting of remittances.
- 10/2011 to 12/2015 **Online Banking Specialist**
Midfirst Bank – Chickasha, OK
- Maintained customer loyalty by delivering fast, friendly and knowledgeable service for routine questions and service complaints.
 - Collected customer feedback and recommended procedural or product changes to enhance future service delivery.
 - Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.
 - Documented conversations with customers in People Soft to track requests, problems and solutions offered.
 - Asked probing questions to determine service needs and accurately input information into electronic systems.
 - Made outbound calls to obtain account information.
- 02/2011 to 10/2011 **Customer Service Representative**
50 Floor – Fort Lauderdale, FL
- Consulted with upset customers to determine best methods to resolve service and billing issues.
 - Informed customers on billing procedures, processed payments and provided assistance to set up payment options.
 - Reviewed customer data to assess current issues and determine eligibility for potential solutions.
 - Collected customer feedback and recommended procedural or product changes to enhance future service delivery.
 - Answered 70 inbound calls per day and directed to designated individuals or departments.
 - Documented conversations with customers to track requests, problems and solutions offered.
- 08/2010 to 02/2011 **3rd Key**
Lineage Logistics – Kennewick, WA
- Coordinated floor moves, merchandising and display maintenance and monitored floor stock to keep popular items available to buyers.
 - Trained and helped supervise staff to develop and maintain store revenue, team customer service skills and product knowledge.
 - Used Point of Sale register system to complete transactions.
 - Counted and balanced registers.
 - Supervised bank deposits and security procedures to support store opening and closing.
- 11/2004 to 07/2008 **Owner/Operations Manager**
Hart Foods Inc – City, STATE
- Reviewed daily financial reports and reconciled accounts to keep information current and accurate.
 - Monitored supplier operations to verify quality, delivery schedule and conformance to contract specifications..
 - Managed profit and loss by following cash control procedures, maintaining inventory, managing labor and reviewing financial reports.
 - Negotiated favorable contracts and determined lowest possible cost, factoring in quality and reliability, by analyzing data.
- 10/1998 to 11/2004 **Owner/Administrator**
H&H Industries – City, STATE
- Reconciled monthly statements and transactions to keep records accurate and current.
 - Supervised accounting tasks, which included accounts payable and receivable, general ledger management and expense reporting oversight.
 - Certified and processed payroll, electronic deposits and pay adjustments while distributing checks.
 - Collected payments, issued receipts and updated accounts to reflect new balances.
- 07/1989 to 10/1994 **Owner/Operator**
Video Store N' More – City, STATE
- Forecasted sales, allocated resources and managed labor to improve productivity metrics.
 - Maintained retail store presentation by overseeing merchandise replenishment, customer courtesy and inquiry response.
 - Documented purchasing activities, inventory reports and department records.
 - Tracked and approved procurement plans and inventory levels.
 - Performed detailed review of high and low-performing products.