


JESSICA CLAIRE

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 Montgomery Street, San
Francisco, CA 94105

PROFESSIONAL SUMMARY

Detail-oriented professional and dedicated employee with a positive attitude, highly reliable, resourceful, multi-task oriented, and proficient in Excel and Word. Eight years-plus experience with customer service, product support, and working with confidential information for high value clients. Four years of extensive experience with reconciling deposits accounts and GL accounts. Very organized and determined to finish tasks on time with customer satisfaction.

SKILLS

Strong Organizational Skills
Customer Service
Quality Assurance
Attention to Detail
Dependability
Fast Learner
Active Listening Skills
Adaptive Team Player

EDUCATION

AIB College of Business
Des Moines, Iowa • May 2009
Bachelor of Science: Business
Administration

Scott Community College
Bettendorf, Iowa • May 2003
Associate of Arts: Liberal Arts

WORK HISTORY

Bankers Trust Companies - Electronic Banking/ACH Specialist
City, STATE • 02/2008 - Current

- Process ACH (Automated Clearing House) returns and incoming ACH files
- Execute daily and monthly balancing for all 17 electronic banking general ledger and demand deposit accounts and research any discrepancies
- Submit ATM adjustments and disputes while complying with Federal Regulation E.
- Open and process new internet banking and bill pay registrations
- Process and receive wires to and from the Federal Reserve Bank
- Perform daily balancing of prepaid cards and ATM transactions
- Provide operational support for high-volume financial institution operations
- Assist with customer and employee relations along with other individuals to answer questions and explain information related to their electronic banking needs.
- Acquired proficient skills in Microsoft Office (word, excel, outlook, and power point).

Bankers Trust Companies - Lockbox Representative
08/2006 - 02/2008

- Applied data entry skills to input client information
- Opened and sorted mail for many commercial banking companies.
- Prepared mail for data entry.
- Balanced each batch with final reports
- Computed, recorded, and proofread data, records and reports.