

JESSICA CLAIRE

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

SUMMARY

Highly enthusiastic customer service professional with 7 years of client interface experience. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Strong organizational skills, Customer service expert, Active listening skills, Adaptive team player, Courteous demeanor, also seasoned in conflict resolution with an energetic work attitude.

HIGHLIGHTS

- Creative problem solver
- Types 45 wpm
- Call Center
- Reliable
- Excellent communication skills
- Friendly
- Approachable
- Exceptional customer service

EDUCATION

Los Angeles Southwest College
Los Angeles, CA • 2016

Associate of Science: Inter Social Behavioral Sciences

Received certificate in Fingerprinting.

ACCOMPLISHMENTS

Consistently achieved a 100% teller balancing average, as well as balanced daily cash drawers and vaults totaling an average of \$900,000.

EXPERIENCE

Connectone Bancorp - Banking Relationship Specialist

Bergen County, NJ • 06/2005 - 08/2011

- Customer Assistance Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.
- Customer Service Customer Service Inbound Call Center Transfer calls to appropriate department when necessary Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Computed Data Reports Provided required weekly, monthly and quarterly reports listing sales figures and client track records.
- Customer Interface Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.
- Opened and closed personal and business checking, saving, and cd accounts, processed safe deposit box transactions, created cashier checks, entered customer data into chex systems, processed fed ex shipments, filing, answering phones, sending faxes, responsible for making executive decisions regarding new customer relationships.
-
-
-
- Completed daily incoming and outgoing banking reports.

Oceanfirst Financial Corp. - Merchant Teller

Cape May, NJ • 11/2004 - 06/2005

- Processed large deposits for merchant customers, assisted with incoming and outgoing courier transactions,.
- Responsible for balancing accurately on a daily basis.
- Assisted Operations Manager with teller line, answered phones, filing, and all other duties associated with the position of a Merchant Teller.

Farmers And Merchants Bank - Teller

City, STATE • 05/2004 - 11/2004

- Cashed checks for new and existing customers, processed incoming daily reports, completed mail deposits in dual control.
- Processed cashiers checks and money orders, processed credit card payments, and all other responsibilities associated with the position of a Teller.

SKILLS

In and outbound call center, Excellent customer service assistance, Fax, Filing, Answering phones, Type 50 wpm, Microsoft word and excel.