

# Jessica Claire

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<b>SUMMARY</b>	<p>Resourceful and meticulous professional with experience successfully supporting business operations. Knowledgeable about banking industry practices, regulations, and office management protocols. Stellar interpersonal and operations oversight skills. Well-developed communicator with outstanding skills in complex problem-solving and conflict resolution. Highly organized, flexible, forward-thinking, and responsive to changing demands. Talented in multitasking, using superior time management and problem-resolution skills. Experience with working in varied team dynamics; including virtual, cross-functional, and self-managed collaborations.</p>
<b>SKILLS</b>	<ul style="list-style-type: none"><li>Articulate and well-spoken</li><li>Customer service oriented</li><li>Banking industry rules, policies and regulatory compliance</li><li>Detail-oriented</li><li>Risk management</li><li>Research and organization skills</li><li>Performance monitoring and evaluation</li><li>Proposals and presentations</li><li>Project and vendor oversight</li><li>Proper phone etiquette</li><li>Excellent communication skills</li><li>Exceptional time management skills</li><li>Strong interpersonal and problem solving skills</li><li>Cash handling, wire transfers and loan applications</li><li>Customer relationship building</li><li>Record keeping and reporting</li><li>Data Analysis</li></ul>
<b>EXPERIENCE</b>	<p><b>ASSISTANT VICE-PRESIDENT OF RETAIL BANKING</b> 05/2011 to 07/2021 <b>Conduent Incorporated   Covington, KY</b></p> <ul style="list-style-type: none"><li>Supervised, coached, and trained team of branch banking employees.</li><li>Managed external contacts and kept track of periodic communication needed for priority actions. Managed daily financial tasks such as invoices, reports regional management requests.</li><li>Verified operation of office equipment by completing preventive maintenance requirements and calling for repairs.</li><li>Supported auditors during review process with clerical support.</li><li>Tackled and addressed top-level, high-priority issues with professional administrative discretion.</li><li>Oversaw and implemented branch and banking policies and procedures.</li><li>Crafted proposals and memos using desktop publishing and word processing software.</li><li>Engaged in customer retention practices by providing customers with personal touch resolutions, that resulted in efficient, effective and beneficial outcomes to customer complaints, while functioning within bank regulations, and guidelines.</li><li>Reviewed and approved work orders, invoices and related branch operation activities. Functioned as liaison in vendor-client disputes, inquiries, and resolution.</li><li>Worked with regulatory representatives to complete accurate filings and maintain compliance (CTR/SAR/monetary instruments reporting).</li><li>Processed bank transactions; new account opening &amp; maintenance, deposits, transfers, withdrawals- approval limit up to 500K, wire transfers, research requests, verification of deposit requests, reviewed special customer requests and exceptions.</li><li>Reviewed bank activity reports daily for branch items requiring corrective action ( customer transactions, bank employee maintenance, and account operational and risk reports).</li><li>Completed daily quality control review of electronic imaged customer account files for accuracy, and compliance based on bank regulations.</li><li>Oversaw office renovations, and repairs with oversight from corporate office/regional manager.</li><li>Managed corporate-level assigned projects by overseeing, documenting, compiling and tracking project milestones and deadlines.</li><li>Accomplished weekly analysis of system generated reports on customers with aggregate balances between \$500K- \$1M to assess level of risk to bank based on Beal Bank &amp; Beal Bank USA regulations. Completed quality control measures to ensure account balances are not in excess of specified limits.</li><li>Reviewed daily report used to track potential check kiting risks to help mitigate bank loss.</li><li>Tracked and assessed validity of daily transactions above \$2500.00 posted to bank subsidiaries. Used existing banking reports and tools, along with customer records to analyze legitimacy of item presented for payment.</li><li>Participated in community outreach programs providing financial education to low-moderate income residents by serving as financial consultant and financial literacy educator.</li></ul> <p><b>ASSISTANT BRANCH MANAGER/ FINANCIAL SERVICE REPRESENTATIVE, CUSTOMER SERVICE REPRESENTATIVE</b> 07/2004 to 05/2011 <b>Mid-Atlantic Federal Credit Union   City, STATE</b></p> <ul style="list-style-type: none"><li>Displayed keen attention to detail in assessing short and long-term customer product needs.</li><li>Established and maintained customer accounts.</li><li>Cultivated impactful relationships with customers and drove business development by delivering expert product knowledge.</li><li>Informed customers about billing procedures, processed payments and provided payment option setup assistance.</li><li>Assessed customer needs and upsold products and services to maximize sales.</li><li>Fielded customer complaints and queries, fast-tracking them for problem resolution.</li><li>Met and exceeded monthly goals for establishing new accounts, consumer loans and investment referrals.</li><li>Conducted new hire training of customer and financial service representatives on credit union procedures and policies.</li><li>Observed and reported employee-customer interaction/sales performance on a weekly basis.</li><li>Developed and implemented action plans based on branch sales goals.</li><li>Diligently maintained branch operations related to auditing cash/negotiable items, implementation of policy changes, reporting of currency transactions, and cash management duties.</li><li>Excelled in effective inter-departmental communication and cross-functional team environment.</li><li>Maintained detailed and accurate accounting records by overseeing documentation of sales, purchases and requisitions of monetary instruments.</li><li>Collaborated with branch manager to develop customer service improvement initiatives.</li><li>Upheld privacy and security requirements established by US regulatory agencies.</li><li>De-escalated problematic customer concerns, maintaining calm, friendly demeanor.</li></ul> <p><b>CUSTOMER SERVICE REPRESENTATIVE</b> 05/2002 to 07/2004 <b>Chevy Chase Bank, Capital One   City, STATE</b></p> <ul style="list-style-type: none"><li>Processed account transactions (deposits, withdrawals, transfers) accurately and efficiently.</li><li>Fulfilled business account requests, including check and cash orders, and deposit verification and account research.</li><li>Completed daily settlement of ATM deposits/cash machines and replenishment of funds.</li><li>Recommended and referred additional products and services to customers.</li><li>Accomplished company-wide monthly knowledge-based examinations.</li><li>Remained constantly aware of customer activity to ensure safe and secure banking environment.</li><li>Escalated customer concerns, and special requests branch supervisors.</li><li>Asked probing questions to determine service needs and successfully recommended appropriate banking products.</li></ul> <p><b>EDUCATION AND TRAINING</b></p> <p><b>MBA</b> 2015 University of Phoenix, Arlington, VA</p> <p><b>Bachelor of Science</b>   Business Administration/ Human Resource Management 2010 University of Maryland University College, Adelphi, MD</p> <p><b>Associate of Arts</b> 2006 Montgomery College, Takoma Park, MD</p>