

JESSICA CLAIRE

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SUMMARY

Hands-on, client-oriented banking professional implements creative investment strategies. Dedicated to continuous improvement of modeling and statistical analysis. Personable and dedicated Customer Service Representative with extensive experience in customer service industry. Solid team player with upbeat, positive attitude and proven skill in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

SKILLS

- Report generation
- Office equipment proficiency
- Business development understanding
- High-energy attitude
- Customer relations
- Technologically savvy
- Credit card payment processing
- Microsoft Office expertise
- Stockroom procedures

EDUCATION AND TRAINING

Florence Darlington Tech
Florence, SC • 05/2009
Associate of Applied Science:
Office Technology

EXPERIENCE

Midfirst Bank - Online Banking Specialist Newport Beach, CA • 04/2021 - Current

- Maintained confidentiality of bank records and client information, directed specific questions to appropriate branch personnel and exceeded customer service satisfaction ratings.
- Maintained confidentiality of banking records and client information to avoid possible data breaches.
- Displayed strong telephone etiquette, effectively handling difficult calls.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Handled client inquiries with exceptional professionalism and enthusiasm.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Provided customer service and issue resolution to increase QA satisfaction levels.
- Answered 50 inbound calls per day and directed to individuals or departments.
- Set up and activated customer accounts.
- Expressed appreciation for patronage, inviting and encouraging customer return visits.
- Answered 50 - 60 daily phone calls to resolve members online banking issues.

Unifi - Customer Service Agent Wilmington, NC • 07/2020 - 03/2021

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Utilized active listening and communication skills to address customer inquiries and escalate issues to supervisor.
- Documented conversations with customers to track requests, problems and solutions.
- Maintained strong call control and quickly worked through scripts to address problems.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Upheld strict quality control policies and procedures during customer interactions.

Great Wolf Lodge - Front Desk Agent Huntersville, NC • 09/2018 - 07/2020

- Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Completed end-of-day reporting and balanced registers to maintain financial accuracy.
- Posted charges, updated accounts and issued bills to departing guests.
- Received incoming calls and coordinated with hotel staff to fulfill requests and resolve issues.
- Enhanced guest satisfaction by answering inquiries about business operations and policies, resolving concerns and developing creative solutions to guest concerns.
- Facilitated front desk operations for busy high-volume hotel.
- Balanced accounts and conducted nightly audits to keep bookkeeping current.
- Explained and pointed out property details to guests, including dining areas, pool, spa and fitness center.

University Of Kentucky - Front Office Assistant Lexington, KY • 07/2014 - 11/2016

- Answered office phone and emails to schedule appointments, forward information and complete patient registrars form.
- Managed office paperwork, including scanning documents and routing business correspondence.
- Collected copays and account balance payments and updated account records.
- Addressed and welcomed large volume of guests to business per day, improving overall customer service and engagement.
- Maintained front office cleanliness and organized supplies to increase daily task productivity.
- Updated office calendars with new appointments and accommodated last-minute schedule changes.
- Reviewed safety, health and sanitation processes throughout all areas and enforced rules to promote security and safety.
- Prepared packages for shipment by generating packing slips and setting up courier deliveries.

Kids Dental Brands - Front Office Receptionist Gulfport, MS • 12/2005 - 03/2014

- Greeted incoming patients and verified paperwork to manage smooth intake processes.
- Answered office phone and emails to schedule appointments, forward information and complete daily tasks.
- Handled payment processing and provided customers with receipts and proper bills and change.
- Managed customer complaints and rectified issues to complete satisfaction.
- Greeted visitors and directed them to appropriate areas, verifying reasons for visit and updated their geographic information.
- Maintained front office cleanliness and organized supplies to increase daily task productivity.