

Jessica Claire

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SUMMARY • Highly motivated Sales Associate with extensive customer service and sales experience. Outgoing sales professional with track record of driving increased sales, improving buying experience and elevating company profile with target market.

SKILLS •

- Information Processing
- Discrepancy Resolution
- New Account Setup
- Honest and Dependable
- Product and Service Sales
- Task Prioritization
- Cashier's Checks
- Currency Counting Machines
- Problem-Solving
- Regulatory Compliance
- Check Cashing
- Bill Payment Receipt
- Complex Information Interpretation
- Honest and Ethical
- Data Entry
- Transaction Error Identification
- Customer Service-Oriented
- Signature Verification
- Balance Verification and Reconciliation
- Account Services
- Cash Supply Orders
- Resource Estimation
- Data Security and Validation
- Payment Processing
- Cash Drawer Reconciliation
- Bank Deposits
- Relationship Building
- Attention to Detail
- Verbal and Written Communication
- Cash Handling
- Time Management
- Account Retention
- Fraud Detection
- Reliable and Responsible
- Night and Safe Deposit Procedures
- Financial Statements
- Balance Transfers
- Consecutive Translation To Spanish
- Information Interpretation in Spanish
- Translation Review
- Translation Accuracy in Spanish
- Customer Service
- Cleaning and Sanitizing
- Cooperative Attitude
- Cash Register Operations
- Credit and Cash Transactions
- Cash Drawer Balancing
- Patient Schedule Management
- Disinfecting Rooms and Equipment
- Sterilization Techniques
- Exam Room Setups
- Treatment Room Setup
- Organization and Prioritization
- Occlusal Registrations
- Instrument Tray Preparation
- Supply Ordering
- Teamwork and Collaboration
- Medical Charting
- Medical Records Management

EXPERIENCE • **BANKING SPECIALIST** 12/2019 to CURRENT

Conduent Incorporated | Durham, NC

- Cashed customer checks, verified identification and checked account balances in accordance with bank policy.
- Reconciled cash and checks against computer records at end of shift.
- Responded and assisted customers with account inquiries and updates.
- Explained bank services, financial products and applicable fees to customers.
- Identified customer financial needs, goals and objectives and offered appropriate financial products to suit needs.
- Adhered to strict guidelines regarding financial and customer data to avoid breaches and information misuse.
- Entered transactions into computer and issued customer receipts.
- Increased knowledge of banking products and services by actively participating in available training classes and workshops offered to employees.
- Ordered checks, placed stop payment orders and conducted additional special services for customers.
- Met or exceeded sales goals by promoting bank products and services in customer interactions.
- Identified and reported suspicious behavior to security personnel as appropriate.
- Welcomed customers and offered pleasant service during entire transaction.
- Demonstrated expertise in identifying and mitigating potential fraud and transaction risks.
- Opened new checking, savings and lines of credit for customer accounts.
- Served large number of customers during high volume shifts and remained composed and professional in stressful situations.
- Maintained confidentiality of bank records and client information.
- Researched and resolved customer issues on personal savings, checking and lines of credit accounts.
- Adhered to financial services security and audit procedures.
- Directed specific questions to appropriate branch personnel.
- Issued and redeemed money orders, cashier checks, traveler's checks and savings bonds.
- Delivered exceptional service to customers in person or over telephone.
- Performed transactional, operational and customer support tasks through knowledge of bank procedures and products.
- Built and maintained client relationships through quality, personalized interactions.
- Cross-sold bank products by answering inquiries, informing customers of new services and promotions.
- Used a strong knowledge of banking products and services to confidently educate customers about features, benefits and pricing.
- Counted drawers and reconciled remaining cash to account for deposits and dispersals.
- Entered customer transactions into computers to record transactions and issue computer-generated receipts.

CASHIER

06/2018 to 08/2019

Denair Unified School District | Denair, CA

- Collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Helped customers find specific products, answered questions and offered product advice.
- Worked closely with front-end staff to assist customers.
- Processed sales transactions to prevent long customer wait times.
- Accepted cash and credit card payments, issued receipts and provided change.
- Trained new team members in cash register operation, stock procedures and customer services.
- Delivered high level of customer service to patrons using active listening and engagement skills.
- Reported pricing discrepancies to supervisor.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Preserved appearance of store by arranging and replenishing displays and merchandise racks.
- Answered customer questions and provided store information.
- Directed trash removal and sanitation procedures to keep aisles and register area organized.

DENTAL ASSISTANT

11/2014 to 06/2018

Dental Care Alliance | Jackson, MI

- Sanitized equipment, cleaned treatment rooms and restocked supplies after each patient's treatment to maintain cleanliness and prepare for next patient.
- Explained dental services and payment plans to help patients make informed decisions.
- Provided chair-side assistance during dental examinations and procedures to boost efficiency and calm nervous patients.
- Utilized automated washers to sterilize instruments and prevent cross-infection between patients.
- Assisted dentist during examinations by retracting patient's cheeks and tongue.
- Documented patient records with procedures performed and added notes taken to charts.
- Built loyal patient following and retained return patients by providing empathetic and caring service.

EDUCATION AND TRAINING • **KIDS COMMUNICATION SKILLS** 12/2015

SEVENTH DAY ADVENTIST MASTER GUIDE, SEVENTH DAY ADVENTIST CHURCH

Dental Assisting

12/2014

NASSAU BOCES, Westbury, NY

High School Diploma

01/2006

FAR ROCKAWAY HIGH SCHOOL, Queens, NY

- BILINGUAL VICEPRESIDENT
- Honor Roll 2005
- Completed coursework in SPANISH AP

LANGUAGES • English: Spanish:
Negotiated: Negotiated: