

# Robert Smith

## Online Banking Specialist

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### SUMMARY

To obtain a full-time Online Banking Specialist position that allows me to utilize and develop my skills as a business professional in product development while allowing me to improve development processes and create innovative product designs.

### SKILLS

Cash Handling, Customer Service, Call Center.

### WORK EXPERIENCE

#### Online Banking Specialist

ABC Corporation - December 2013 - March 2015

- Met or exceeded individual productivity and quality referral goals.
- Analyzed and resolved problems quickly while communicating effectively and documenting responses.
- Provided remarkable customer service by handling inbound and outbound customer service calls and offering problem resolution, resolve customer disputes such as late charges, missing payments and misapplied payments.
- Troubleshoot and resolved on-line and mobile banking issues with emphasis on customer service.
- Ensured compliance with applicable federal, state and local laws and regulations, and Comericas policies and procedures.
- Ensured compliance and completion of necessary compliance related training.
- Lead OLB team Dady during C3 Ironman Campaign, create and design referral games to promote sales and team comradery.
- Accomplishments Member of Recreation Activity Committee Skills Used Customer service Project Management.

#### Online Banking Specialist

Delta Corporation - 2008 - 2013

- Administers all electronic banking products including ATM, debit and credit cards, and online bill-paying services.
- Responds to all customer inquiries regarding the banks electronic banking products.
- Have knowledge of commonly-used concepts, practices, and procedures within a particular field.
- Rely on instructions and pre-established guidelines to perform the functions of the job.
- Assisting in downloading banking statements, assisting in downloading for mac pc, clearing information in the browser for Firefox, and setting controls.
- Helping customers with bank accounts Skills Used Customer Service Problem-Solving Communication.
- PSR3 Leadership Online Banking Department.

### EDUCATION

BS