

JESSICA CLAIRE

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Summary

Successful banking professional with unsurpassed attention to detail and superior ethics. Focused on balancing customer needs with the banks sales target goals. Dedicated to building and strengthening customer relationships.

Skills

- Customer Service
- Proactive and Focused
- Relationship Building
- Prioritizing and Planning
- Sound Judgment
- Time Management

Experience

Business Banking Administator, 07/2021 to Current

First National Bank Texas – Dallas, TX

- Supported commercial loan team in clerical tasks and loan processing duties.
- Assisted loan officers with application data acquisition and verification.
- Examined and verified information in loan application and closing documents.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.

Senior Personal Banker, 10/2019 to 7/2021

Crossfirst Bankshares, Inc. – Dallas, TX

- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
- Partnered with loan and mortgage officers and financial advisors to provide clients with optimal financial solutions.
- Helped customers open and close accounts, apply for loans and make sound financial decisions.
- Processed sales referrals and promoted bank services and products, resulting in 40% branch sales increase.

Personal Banker, 05/2012 to 10/2019

Bancfirst Corporation – Mustang, OK

- Helped customers open and close accounts, apply for loans and make sound financial decisions.
- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
- Partnered with loan and mortgage officers and financial advisors to provide clients with optimal financial solutions.
- Surpassed annual quota by 140% in Sales.
- Consistently met service team sales targets and call handling quotas consistently.

Teller Supervisor, 5/2011 to 5/2012

University Of Miami Miller School Of Medicine – Coral Gables, FL

- Supplied tellers with coin and currency.
- Maintained optimal financial controls by securing funds and making accurate transactions.
- Verified transactions involving cashier's checks, money orders and account transfers.
- Managed and balanced cash vault, audits and general ledger accounts.
- Promoted facility security by monitoring customer behaviors and following established protocols to protect individuals and assets.

Office Assistant, 07/2008 to 04/2011

Keysight Technologies – Washington Dc, VA

- Updated financial, customer and business records in company databases.
- Organized files, developed spreadsheets, faxed reports and scanned documents to bolster organizational workflow.
- Collected payments, issued receipts and updated accounts to reflect new balances.
- Offered diverse clerical support to office team members, managed correspondence, answered telephone calls and tracked documentation.
- Maintained business records by updating customer information.

Customer Service Rep/Floor Support Supervisor, 08/2007 to 01/2008

Emerson Hospital – Bedford, MA

- Respond to customer contacts received from incoming calls Respond to customer contacts received from emails Handle problems, questions, or situations for customers Accurately enter customer information
- Trained staff to provide excellent customer service to challenging customers.
- Monitored team of 16 Customer Services Representatives to assess knowledge, tone and adherence to company policy.

Customer Service, 03/2005 to 02/2007

Dick Blick Art Materials – City, STATE

- Answer incoming calls; Customer problem solving Work with drop ship vendors; Process vendor charge backs File damage and loss claims with freight carriers
- Answered customer questions about products and services and recommended appropriate solutions.
- Reviewed customer complaints to determine appropriate methods for resolution.

Lead Teller/Personal Banker, 07/1997 to 03/2005

Wells Fargo Bank, NA – City, STATE

- Supervise the teller staff and train new employees Maintain Security and Control manuals Monitor incoming and outgoing cash for the vault Customer problem solving/ Develop and maintain relationships Prepare loan documents and set up closings.

Unit Secretary, 04/1994 to 07/1997

St. Mary Medical Center – City, STATE

- Register patients/Answer incoming calls Order lab work and X-rays/ Initiate and Manage Trauma Alerts Enter patient charges for billing Schedule outpatient procedures and admissions
- Conducted patient intake interviews to collect medical information and insurance details.

Education and Training

Medical Terminology EMT-B State of Illinois: 01/2001

Carl Sandburg College - Galesburg, IL

GPA: 3.5

Business

Carl Sandburg College - Galesburg, IL

Accomplishments

- Exceeded sales goals by an average of 140% in 1 year

- Promoted to Senior Banker due to Sales and achieved and surpassed my annual goals.