

JANE SMITH

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Seeking a Position as:

TELEPHONE BANKING SALES SPECIALIST

An accomplished, results-oriented sales professional with several years experience providing exceptional service and exceeding client expectations. Valuable experience in identifying sales opportunities to promote company growth and improvement. Completes all projects and tasks in compliance with strict deadlines and policies while exercising a company-centered and client-oriented work ethic. Resolves customer issues utilizing a personable and diplomatic approach. Strong communication and leadership skills, which translate into positive working relationships with colleagues and clients. Fluency in Spanish and English, basic French (currently taking French courses to expand language skills).

CORE COMPETENCIES & POTENTIAL

- Client Relations Development
- Team Motivation & Leadership
- Training & Mentoring
- Business Communications
- Product Promotion
- Client Satisfaction Initiatives
- Quality Assurance
- Appointment Scheduling
- Event Management
- Sales & Promotions
- Networking
- Report Writing
- Problem Solving & Decision Making
- Prioritization & Deadline Management
- Planning & Organization
- Confidential Document Handling
- Word
- Excel
- Power Point
- Outlook
- Access
- SAP
- PeopleSoft
- EDI

FORMAL EDUCATION

Office Administration-Executive Diploma, College Name, City, Province 2013
Currently registered for online courses

O.S.S.D., School Name, City, Province 2007
Overall G.P.A. of 92%

PROFESSIONAL EXPERIENCE

Customer Service Representative • Company Name, City, Province Nov. 2011 – Feb. 2012
Promoted from Support Representative to a customer service position as a Bank Teller on account of demonstrated levels of high performance.

- Supported five financial service managers performing administrative duties.
- Processed customer deposits and withdrawals within assigned limits, cashing checks and transferring funds between checkings, savings, and commercial accounts.
- Acted in strict compliance and adherence to bank policies and procedures.
- Served as a Support Representative when required, assisting financial service managers in administrative tasks.

Selected Achievements:

- ✓ Recognized referral and sales opportunities resulting in additional revenue for the company.
- ✓ Consistently went above and beyond job requirements to promote a client-oriented environment; greeted and attended to customers in periods of high-traffic; offered customers refreshments and employed a highly personable approach to prevent impatience.
- ✓ Exercised highly effective sales strategies and techniques and was recognized for exceeding expectations in Mastercard sales.
- ✓ Acted as a translator for Spanish-speaking customers as a fully bilingual team member.