

# JESSICA CLAIRE

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## SUMMARY

Self-motivated banking professional offering strong communication and quick thinking skills. Works effectively on teams, as well as independently, in fast-paced environments. Consistently positive and friendly Retail Banking Associate committed to reaching business goals.

## SKILLS

- Accurate recordkeeping
- Friendly, positive attitude
- Reliable and trustworthy
- Proficient in Microsoft Office
- Organizational skills
- Multitasking
- Problem resolution

## EXPERIENCE

- 01/2016 to Current

**Retail Banking Associate**  
**Options Residential, Inc.** – Bloomington, MN

  - Start Date: January, 2016 End Date: Present
  - Balance currency, coin, and checks in cash drawers at ends of shifts.
  - Cash checks and pay out money after verifying that signatures are correct that written and numerical amounts agree and that accounts have sufficient funds.
  - Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
  - Examine checks for endorsements and to verify other information such as dates, bank names, identification of the person receiving payments.
  - Identify transaction mistakes when debits and credits do not balance.
  - Prepare and verify cashier's checks.
  - Order and sell money to federal reserve.
  - Complete documentation for new accounts in alignment with bank policies and procedures.
  - Process all sales transactions accurately and promptly to prevent long customer wait times.
  - Count cash daily with manual and machine-assisted methods.
  - Supply tellers with coin and currency as needed.
  - Open new customer accounts, including checking, savings and lines of credit.
  - Maintain confidentiality of bank records and client information.
  - Recommend additional products, services and benefits for customers.
  - Increase knowledge of banking products and services by actively participating in available training classes and workshops offered to employees.
  - Fulfill diverse duties to provide customer service, operate money counters, balance and replenish ATMs, maintain accounts and open new accounts.
  - Conduct special service and account transactions for customers, including ordering checks and placing stop payment orders.
  - Balance daily cash deposits and bank vault inventory with zero error rate.
  - Research and resolve customer issues on personal savings, checking and lines of credit accounts.

05/2008 to 12/2018

**Waitress/Shift Manager**  
**Amita Health** – Nashville, TN

- Start Date: May, 2008 End Date: December, 2018
- Maintained a environment positive for customer service
- Provided leadership to team during a shift
- Communicated with management of day to day operations
- Served food and beverages to customers
- Recorded weekly product inventory
- Counted cash register through out shift to ensure accuracy
- Directed employees through their daily routines, mentored and training new employees
- Checked on guests to verify satisfaction with meals and suggested additional items to increase restaurant sales.
- Maintained accuracy while handling payments, giving change and printing receipts to customers.
- Answered phone inquiries, recorded takeout and delivery orders and respond to service questions.
- Addressed concerns or complaints quickly to improve service and escalated more advanced issues to management for resolution.
- Educated guests on daily specials and appetizers, entrees, desserts and other menu items.
- Welcomed guests with personable attitude and smile, offering to bring beverage orders while reviewing menu options.
- Completed thorough and accurate opening and closing duties to facilitate smooth restaurant operations.

06/2014 to 07/2016

**Personal Care Assistant**  
**Foundations Group Of MN** – City, STATE

- Start Date: June, 2014 End Date: July, 2016
- Played games with client, doing outdoor activities, reading books.
- Transported clients to complete required tasks such as medical appointments, recreational activities and grocery shopping.
- Engaged with patients and families, providing emotional support and instruction in preparing healthy meals, independent living skills and adaptation to disability or illness.
- Helped clients maintain daily living standards by assisting with personal hygiene needs.
- Performed light housekeeping duties such as, making beds, laundry, sweeping floors and sanitizing surfaces.
- Built strong and trusting rapport with clients and loved ones.

10/2014 to 04/2015

**Cashier**  
**Fleet Farm** – City, STATE

- Start Date: October, 2014 End Date: April, 2015
- Processed all sales transactions accurately and promptly to prevent long customer wait times.
- Operated cash register, collected payments and provided accurate change.
- Wrapped items and bagged purchases properly to prevent merchandise breakage.
- Welcomed customers, offering assistance to help find necessary store items.
- Wiped down counters and conveyor belt to remove debris and maintain cleanliness.

## EDUCATION AND TRAINING

- 05/2010

**High School Diploma: General**  
**Cambridge Isanti High School** - Cambridge, MN
- 05/2022

**Associate of Arts: Business**  
**Anoka Ramsey Community College** - Cambridge, MN

## ACTIVITIES AND HONORS

FFC Certified