

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

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I'm a dedicated customer service and former banking professional with 30 years of supporting people and their needs. I am driven by learning from others and raising the effectiveness of my role to improve the process at hand. I believe that customers need nurtured through respectfulness and a dedication to listening. I strive to manage database CRM's and attain sales goals, grow revenue through sound process and closing skills, while providing strong clarity, on-the-spot product knowledge, and a sincere concern for a seamless and positive customer interaction. My most proudest achievements have been the transformation of problematic branch offices into stellar training centers.

## SKILLS

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- Dollar Bank Management & Leadership Program Graduate
- Branch Operations & Sales Specialist
- Loan Processing & Closing Specialist
- High Energy Team Building
- Effective Writer & Strong Communicator
- Financial Statement Metrics Reporting
- Microsoft Outlook Certified
- Adobe Acrobat, Word, Excel, Outlook, Recruit, Banner, Five9, Webex, Blackboard

## RELEVANT WORK

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### Banking Center Manager

**Webster Financial Corporation** – Pittsburgh, PA

- Recruited and hired talent for operations and service delivery and managed branch offices by mentoring and cross-training new leadership as part of succession planning.
- Adhered to established security procedures and reported potential fraud or safety violations to management for immediate recourse.
- Performed banking, business administration and financial tasks to guarantee five-star service for clients.
- Performed routine closings, maintained clean, accurate and accessible records and kept close eye on transaction updates throughout each quarter.
- Complied with established internal controls and policies.
- Increased new bank relationships within local community through execution of quarterly promotions.

### Internet Lending Specialist

**Adaptimmune Therapeutics Plc** – Pittsburgh, PA

- Co-founded department to originate, process, and close first mortgage loans in five different states.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Monitored pipelines to track and log status of loans.
- Explained very technical financial information to applicants in easy to understand language.
- Compiled closing packages for drafting and presentation accuracy.
- Obtained copies of applicants' credit histories and reviewed paperwork to determine feasibility of granting loans.

### Financial Services Educator

**NCR Credit Union** – Dayton, Ohio

- Conducted seminars on consumer credit, lending and deposit accounts, and overall sound personal budgeting practices to Select Employer Groups.
- Provided access to products and services via informative seminars designed to educate consumers in order to obtain new memberships and improve existing ones.

01/2022 to Current **Document Control Specialist**

**Regent University** – Virginia Beach, VA

- Modified and maintained tools to support operations and business process creation using Adobe Acrobat, Word, Excel, Outlook, Recruit, Banner, Five9, Webex, Blackboard.
- Serve as a primary controller and database manager for document imaging, document intake procedures, and quality control checks on data.
- Ensuring transcripts from incoming students are received and recorded accurately while assisting in continuous process improvement activities.
- Organize and manage the collection and distribution of incoming recruitment and admissions related documentation and information requests.
- Review and certify secondary and post-secondary transcripts for accuracy and authenticity while applying and interpreting admissions and record policies in a variety of procedural situations.
- Responsible for maintaining the influx and routing of transcripts over numerous electronic exchange websites.
- Provide backup and assistance to the Registrar's Office and Transcript Department's scanning, indexing, record updates, and other data entry projects as needed.
- Perform excellent customer support, service, and communication to Admissions Counselors and Advisors, Regent applicants, Regent faculty and other staff, and representatives from external institutions and vendors.

## EDUCATION

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### Bachelor of Arts

**Saint Vincent College** - Pittsburgh, PA

12/2022

**Certification: School of Loan Origination (SOLO)**

**Mortgage Bankers Association**