

Jessica Claire

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SUMMARY

I am an intelligent honest hard working individual. I'm currently working as a Core Banking Specialist with the Day to Day team of TD Bank. I work as a Results-oriented, strategic sales professional with almost 4 years in the Banking industry. I have a strong background with Customer Service and problem solving. I am looking for my next role with this growing entrepreneurial organization.

HIGHLIGHTS

- High customer service standards
- Conflict resolution proficiency
- Strong problem solving ability
- Troubleshooting skills
- Service solutions expert
- Telecommunications knowledge
- Results-oriented
- Client-focused
- Computer proficient
- Attention to Detail
- Sales Experience
- Trained to operate heavy equipment.
- Clean driver's license for 20 years
- Always maintained safety standards

ACCOMPLISHMENTS

Worked as a Foreman for 7 years leading a crew of 10 + people
Exceeded corporate target goals for multiple years.
Earned multiple Awards for customer satisfaction working for both LL Bean and TD Bank
Became a member of the 130% production club RsR Forklift driving for Wal-Mart DC 7014. for 3 years
Worked with new hire programs as an trainer and Ambassador

EXPERIENCE

CORE BANKING SPECIALIST 03/2014 to CURRENT

Maximus, Inc. | Rochester, NY

I provide expert tailored advice in all aspects of day to day Banking. I help customers with every interaction by providing first contact resolution, and maintaining perfect compliance while building lasting relationships.

CSQ 2010 to 2013

Osram Licht Ag | Plymouth, MN

Provided accurate and appropriate information in response to customer inquiries.Demonstrated mastery of customer service call script within specified timeframes.Addressed customer service inquiries in a timely and accurate fashion.Built customer loyalty by placing follow-up calls for customers who reported product issues.Developed effective relationships with all call center departments through clear communication.

RSQ DRIVER 2006 to 2009

Bite Squad | Onalaska, WI

Positioned lifting devices under, over, or around loaded pallets, skids, and boxes, and secure material or products for transport to designated areas

FOREMAN 1999 to 2006

Marcel R Roy Paving & Construction | City, STATE

Qualified competitive subcontractor bids prior to execution of contracts.Educated general contractor personnel on the quality standards throughout the construction process.Properly maintained all onsite equipment and vehicles.Led by example.

DELIVERY DRIVER 1997 to 01/1999

Pizza Hut | City, STATE

Selected the most efficient routes in compliance with delivery instructions and fuel policy.

EDUCATION

GED
Edward Little, Auburn, ME