

# JESSICA CLAIRE

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📍 Montgomery Street, San Francisco, CA 94105

## SKILLS

- Banking operations knowledge
- Quality review processes
- Quality improvements
- Quality auditor
- Quality standards adherence
- Operations coordination

## EDUCATION

Middlebury Senior Union High School

Middlebury, VT • 05/2007

Diploma: General Studies

Hannaford Career Center

Middlebury, Vermont • 05/2007

Protective Services: Fire Science, Emergency Medical Services.

## PROFESSIONAL SUMMARY

Enthusiastic Applicant eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of [Task] and [Task] and training in [Skill]. Motivated to learn, grow and excel in [Industry].

## WORK HISTORY

Usaa - Clerk 2 - Quality Controll - Deposit Operations Banking

Tarpon Springs, FL • 05/2018 - Current

- Data entry and document review
- Evaluated source documents to locate information needed for each data entry field
- Ensured that all computer system information was accurate and up-to-date checked input data against scanned legal documents
- Supported Compliance department with special projects resulting in [Result]
- Reviewed and updated client correspondence files and [Type] database information to maintain accurate records
- Entered numerical data into databases with speed and accuracy using 10-key pad
- Kept optimal quality levels to prevent critical errors and support team performance targets
- Obtained scanned records and uploaded into database
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- Scanned documents and saved in database to keep records of essential organizational information
- Entered client information into databases quickly and with minimal errors
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- Scanned files, eliminating outdated records
- Received incoming calls from branch staff, rescords requests
- Adhered to established policies, procedures and compliance for satisfactory audit rating
- Investigated and resolved customer complaints to foster satisfaction
- Collaborated with team to define business requirements for achieve productivity standards and adhere to accuracy standards

Getgo - Teller II

Strongsville, OH • 05/2015 - 03/2018

- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches
- Identified sales opportunities and referred customers to branch partners in financial services
- Processed quarterly vault and ATM audits with zero error rate
- Executed customer transactions, including deposits, withdrawals, money orders and checks
- Provided high level of customer service through friendly approach, strong professionalism and timely assistance with customer transactions
- Completed special procedures for customers such as ordering new checks, stopping payments or investigating identity theft
- Checked amount details and fraud markers for transaction papers such as checks and money orders
- Maintained balancing record with [Number]% rate of accuracy
- Volunteered for extra shifts during holidays and other busy periods to alleviate staffing shortages
- Observed all procedures regarding financial and customer information to prevent possible breaches and data misuse
- Collected member loan payments
- Maintained teller drawer to perform bank transactions

Rite Aid - Store Manager

City, STATE • 01/2010 - 11/2015

- Engaged and interacted with customers to create positive shopping experiences and drive revenue growth
- Oversaw receiving and display of incoming products, meeting planned promotions and seasonal rotation for sales events
- Rotated merchandise and displays to feature new products and promotions
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands
- Managed vendor selection and relations to guarantee best pricing and on-time deliveries
- Generated repeat business by delivering exceptional customer service and positive engagement
- Reported to district manager regarding all store and staff issues, financial goals and sales
- Oversaw employee scheduling to guide operations and secure adequate staffing coverage for busy periods
- Maintained proper product levels and inventory controls for [Type] merchandise and organized backroom to facilitate effective ordering and stock rotation
- Planned budgets and authorized payments and merchandise returns
- Upheld and communicated store programs and standards to employees for optimal quality, freshness, safety and cleanliness
- Kept inventories accurate with daily cycle counts and [Timeframe] audits to identify and resolve variances
- Hired, trained and evaluated personnel in sales and marketing
- Set effective store schedules based on forecasted customer levels, individual employee knowledge and service requirements
- Managed all aspects of store operations, including organization, maintenance and purchasing functions
- Trained and developed new associates on POS system and key sales tactics, which improved process flows