

Jessica Claire

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Professional Summary

I am currently a Deposit/Cash Management Operations Specialist with solid leadership skills who dependably achieves goals. I am also a dynamic and reliable worker with over nine years of banking, business cash management, customer service and operational experience. I am an excellent team member who enjoys working with others to achieve all goals.

Skills

- Strong attention to detail, with a high degree of accuracy and precision
- Knowledge of Microsoft and payroll software
- Bachelor's degree in Organizational Leadership
- Over 9 year's experience in business banking - including assisting multiple businesses with their payroll

Work History

Deposit Operations Specialist/ Cash Management Specialist/ Electronic Banking Specialist, 10/2015 to Current

First Kentucky Bank – City, STATE

- Provides operational, compliance, and application support needed
- 2
- Assists with CTR review and approval, Customer Identification Program (CIP) program, US Patriot Act 314(a) List, and Bank Secrecy Act (BSA)
- 3
- Provides support with investigations and answers staff questions on operational, compliance and legal issues; assists with internal operational or compliance monitoring such as new account review, self-review, or audit preparation; assists with the implementation of audit or review recommendations
- 4
- Assists with reviewing and writing operations and compliance-related procedures
- Assists in the development and administration of Bank forms to assure the use of correct and updated forms by Bank personnel
- 5
- Assists with or performs deposit operations activities involving areas such as account analysis, customer statements, debit card activities, IRS reporting related to deposits, cash internal controls, IRA Administration, rate adjustments, and general banking procedures
- 6
- Provides exceptional customer service to all Bank customers and employees
- 7
- Assists with the research, discovery, and design of line of business processes for current and future integrations, upgrades, and releases to ensure consistent implementation for ease of use and administration
- Assists with user support aspect of application upgrades, releases, or conversions
- Fields customer support calls and the required trouble shooting of internal/external customer issues for deposit applications and products
- 8
- Answers telephones and answers questions or directs callers to proper Bank personnel regarding account activity, balances, and problem resolution within given authority
- 9
- Reconciles accounts and statements daily
- 10. Assist in creation/update of system generated queries
- 11. Responsible for verifying and reconciling outgoing wire transfers on FedAdvantage
- 12
- Process incoming wires and customer notification
- 13. Responsible for processing outgoing foreign currency wires using dual control
- 14
- Responsible for processing incoming and outgoing wires within the bank's wire policy
- 15
- Responsible for making suggestions to increase efficiencies and identify potential risk
- 16
- Cross train in other areas within the department
- 17
- Responsible for updating job procedures so they are current
- 18
- Responsible for assisting others within the department as needed
- 19
- Logs in to the ACH/Payroll queue to receive and handle Member department calls
- 20
- Pulls in files from the Federal Reserve 21
- Sends files to the Federal Reserve: Return File 22
- Processes ACH Exception Reports: Exceptions, NSF, GL, Tran Code, etc
- 23
- Processes and maintain ACH Credit or Debit Origination prearranged payments 24
- Processes ACH Dispute forms in accordance with Regulation E requirements 25
- Processes deposit files for Health Savings Accounts (HSA) 26
- Scans necessary ACH documents to Optical files 27
- Processes International ACH Transaction (IAT) and Same Day ACH files 28
- Posts ACH/EFT and manual and transfer payroll files within the times frames required daily 29
- Balances and reconcile ACH GL 30
- Handles member inquiries received through fax and email 31
- Processes and file ACH/EFT returns and stop payments 32
- Maintains and set up payroll sources on member accounts 33
- Interfaces with payroll agencies or companies to provide CU service 34
- Completes member account corrections and/or adjustments

Teller Supervisor/branch Service Leader/financial Service Leader/service Excellence Coordinator, 10/2011 to 10/2015

Regions Bank – City, STATE

- 1
- Monitored key performance metrics
- 2
- Opened new customer accounts, including checking, savings and lines of credit
- 3
- Scheduled staffing for multiple branch locations
- 4
- Managed opening and closing times for the main branch
- 5
- Processed sales referrals and promoted bank services and products, resulting in 20% branch sales increase
- 6
- Balanced daily cash deposits and bank vault inventory with a zero error rate
- Assembled in-store marketing displays
- 7
- Adhered to Regions Bank security and audit procedures
- 8
- Reported daily averages and shortages to the operations department
- Maintained confidentiality of bank records and client information
- 9
- Delivered prompt, accurate and excellent customer service
- 10
- Evaluated employee performance
- 11
- Reconciled branch accounts
- 12
- Worked with branch manager to ensure all employee were providing excellent customer service
- 13
- Coached employees when needed.

Cashier/ Gardening Customer Service Representative, 05/2009 to 10/2011

Walmart Supercenter – City, STATE

- 1
- Greeted store customers promptly
- 2
- Responded to questions with knowledgeable service
- 3
- Kept showroom professional and neat at all times
- 4
- Delivered products to customers in timely manner
- 5
- Evaluated competitors and performed market research
- 6
- Maintains area of responsibility in accordance with company policies and procedures by properly handling claims and returns, zoning the area, arranging and organizing merchandise/supplies, identifying shrink and damages, and ensuring a safe work environment
- 7
- Operates equipment, such as cash registers and related tools, to process customer purchases using appropriate procedures for different payment types and items sold
- Processes customer transactions, operates register equipment, meets front-end performance goals, bags items for customer, and places items in customer cart while following all shrink and safety procedures.

Education

Finance, Economics and Business Administration Computerized Accounting Specialist training Accounts Receivable Management course Coursework in Selling Skills and Techniques and Consultative Selling Coursework in Public Relations Strategic Leadership course Operations and Quality Management coursework: March 2016
Bethel University - McKenzie, TN
GPA: 5

High School Diploma: May 2008

Graves County High School - Mayfield, KY

Coursework included Finance, Advertising and Marketing Technology. Organizational Leadership