

Summary

Dedicated Banking Service Specialist bringing resourcefulness and experience combined with exceptional customer service, organizational, and multi-task skills in fast-paced working environments. Approaches each service issue with analytical, level-headed approach to identify needs, resolve problems and maximize customer satisfaction. Astute, customer-focused team player offering expertise in project management, team building, and financial confidentiality/security standards.

Skills

- Customer Relationship Building
- Balance Verification and Reconciliation
- Quality Control
- Account Services
- Report Generation
- Safe and Vault Operation
- Check Cashing
- New Account Setup
- Bank Deposits
- Cash Supply Orders
- Transaction Error Identification
- Debt and Credit Management
- International Funds Transfer Process Expertise
- Currency and Coin Counter
- Recordkeeping and Documentation
- Product and Service Sales
- Project Management Abilities
- Strong Sense of Banking Ethics
- Honest and Dependable
- Attention to Detail
- Adaptive Team Player
- Sales Expertise
- Excellent Communication Skills
- Problem Detection and Resolution
- Bilingual in Vietnamese

Experience

Banking Center Service Specialist, 11/2017 to 05/2020

Department Of Defense – Fort Wainwright, AK

- Coached front-line team members in strategies to improve customer service and proactively mitigate issues.
- Documented known solutions to improve teams’ handling of complaints and help back-end teams correct systemic problems.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.
- Helped management create a successful, customer-oriented environment with low complaint levels and high service quality.
- Provided account services to customers and organizations: received deposits and loan payments, withdrawals, cashed checks, wire transfers, currency exchanges, cashier’s checks, saving bond cashout, and money orders.
- Facilitated managers with daily and monthly financial analysis reports
- Trained new employees in banking policies and procedures

Waiter, 07/2017 to 11/2017

Pinkerton’s Steakhouse – City, STATE

- Stocked server areas with supplies before, during and after shifts.
- Communicated with kitchen staff to stay updated on item availability and customer wait times.
- Completed opening and closing checklists to ensure smooth restaurant operations.
- Calculated charges, issued table checks and collected payments from customers.
- Communicated effectively with patrons, took orders and made item recommendations.

Host/Cashier/Waiter/Busser, 04/2016 to 02/2017

Saki’s Japanese Restaurant – City, STATE

- Greeted customers, answered questions and recommended specials to increase profits.
- Answered phone inquiries to schedule and confirm reservations, record takeout orders and respond to service questions.
- Developed long-term relationships with customers to increase opportunities for repeat business.
- Cleaned and restocked counter areas, replenished cash drawer and checked server supplies to facilitate operations.
- Managed guest expectations by relaying information regarding hours, wait times and specials.
- Accepted cash and credit card payments, issued receipts and provided change.
- Trained new team members in cash register operation, stock procedures and customer services.

Host/Cashier/Waiter, 09/2013 to 01/2016

Chili’s Bar And Grill – City, STATE

- Processed sales transactions to prevent long customer wait times.
- Accepted cash and credit card payments, issued receipts and provided change.
- Delivered high level of customer service to patrons using active listening and engagement skills.
- Answered product questions with up-to-date knowledge of sales and store promotions.
- Addressed concerns quickly to improve customer experience and escalated issues to management for resolution when necessary.
- Handled food safely and kept spaces clean to protect customers from foodborne illness and maintain proper sanitation.

Host/Cashier/Waitress, 06/2012 to 12/2012

24/7 Grille - Hard Rock Casino – City, STATE

- Presented menus to patrons to answer questions about menu items and make recommendations.
- Relayed orders to service bar and kitchen via point-of-sale register system.
- Set up dining room to meet hospitality and service standards.
- Verified guest satisfaction with meals and suggested additional items to increase restaurant sales.
- Operated POS terminals to input orders, split bills and calculate totals.
- Cross-trained as host and helped with tasks such as greeting diners and escorting guests.
- Provided exceptional service to high volume of daily customers.

Education and Training

High School Diploma: 05/2008

Biloxi High School - Biloxi, MS

- Honor Roll Recipient

Business Administration

Mississippi State University - Starkville, MS

Nursing

Mississippi Gulf Coast Community College - Biloxi, MS

Accomplishments

- Certificate of Appreciation - Account Validation Project Manager
- Banking Center VP Certificate of Appreciation - Counterfeit Identification
- Won 2 Chili’s sales competitions

Certifications

- Certificate of Merit for Desktop Publishing
- Certificate of Merit for Environmental Science
- Certificate of Merit for Entrepreneurship