

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Sales Officer with strong background providing team leadership, creating brand vision and strategizing sales distribution channels. Expert at growing business by attracting new clients, interested investors and strategic partners. I'm a hardworker with a proven track record. Lead by example to demonstrate cooperation, dedication and diligence to drive results and achieve sales goals. Fostered long-term relationships and provided post-sales follow ups with clients for maximum satisfaction.

SKILLS

- Good Customer Service and communication skills
- Good leadership skills
- Great Speaking and marketing Skills
- Self Motivated
- Goal Oriented
- Sales creativity and convincing skills
- MS Office skills

WORK HISTORY

Retail Banking - Sales Officer, 05/2020 - Current

Bed Bath & Beyond – Cypress, TX

- Prepared sales reports with informative graphs and charts to outline key data.
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Consistently serviced accounts to maintain active contacts and continuously promote profitable offerings.
- Captured and completed sales with customer-savvy quotes, proposals and contract management strategies.
- Achieved dramatic sales increase by skillfully managing relationships and proactive sales approaches.
- Established ambitious sales targets, managed deployment strategies and developed go-to-market plans to capitalize on every revenue opportunity.
- Enhanced sales operations through development of new sales strategies, cold calling techniques and customer follow-up

Front Officer And International Banking Department, 09/2018 - 01/2020

Cit Group – Washington, DC

- Managed customer complaints and rectified issues to complete satisfaction by Answering a number of daily phone calls to direct inquiries
- Collecting co pays and account balance payments and updated account records further, i Handled payment processing duties and provided customers with receipts and proper bills and change
- Confirming transactional data by verifying name and payment information and clearly communicating costs and fees to them
- As **International Banking Department(IDB) inputer**, we evaluate all remittance inside and outside the country by careful questioning the customer the purpose of sending
- Analyzing proper supportive documentation for the remittance
- Confirming the account details with respect to authorized mandate of account operation i.e we check if it is submitted by the signatory or authorized agent
- Finally we do call-back confirmation and scan it to head office for processing

ATM Custodian, 10/2017 - 09/2018

Diamond Trust Bank – City, STATE

- Ensured sufficiency of cash in all the ATM's that i was responsible for so they would not run out of cash under my watch
- Answered customer service calls and resolved issues quickly to return machines to operational status and Delivered an exceptional level of service to each customer by listening to concerns and answering questions
- Successfully led key projects which resulted in reducing the time lag between customer query to the time its been solved
- Created communication strategies to meet client objectives by Delivering an exceptional level of service to each customer by listening to concerns and answering questions
- Protected company reputation and built loyal client base by working relentlessly to resolve problems and improve customer satisfaction

Bank Teller, 10/2016 - 10/2017

Diamond Trust Bank – City, STATE

- Counted as much as tzs 250 millions in daily funds with manual and machine-assisted methods
- Verified amounts and integrity of every check or funds transfer
- Honoring of payments instruments accordingly
- Making foreign exchange transactions as long as it abides with the law.that includes proper documentation which stipulates the purpose of the exchange, valid identification etc
- Met or exceeded sales goals by promoting bank products and services in every interaction
- Explained bank services, financial products and applicable fees to customers
- Cashed customer checks, including verifying identification and checking account balances in accordance with bank policy
- Demonstrated expertise in identifying and mitigating potential fraud and transaction risks

EDUCATION

Bachelor of Arts: Banking And Finance

The Institute Of Finance Management (IFM) - Dar es Salaam, Dar es Salam

Associate of Arts: Economics, Geography Ans Advanced Mathematics.

Alpha High School - Dar es Salaam, Dar es Salam

Associate of Science: Science Education

Usa River Academy - Arusha Region

No Degree: Qualitative Primary General Studies

Kantui English Medium School - Morogoro Region

ACCOMPLISHMENTS AND VALUABLE CONTRIBUTIONS

- Design
Responsible for redesigning ATM customer Complain form to a more simple and clear one

ADDITIONAL INFORMATION

- Institute of Finance Management, student organization Vice president 2016/ 2017 Performing duties like, Acting as the president and discharging all powers and duties of the president in writing, or notice from the president, Assisting the president in making follow-up on the day to day activities of IFM-SO plans and programs
- I worked with Barclays Bank in Organizing a special Program called READY-TO-WORK which involved (Entrepreneur skills, Communication Skills, Working Skills, etc) , we dealt with educating graduates valuable Skills that would increase their marketability
- At my high school level, we managed to form an association that could work with United Youth Organization in Conducting Extra-curricular activities like public cleanliness, charitable activities, programs that could Unite the youth together so as to assist each other in making a change in our lives ,like educative seminars about STD's ,entrepreneurial education after graduation etc. and i became the first president of the Association

CERTIFICATIONS

- Certificate of Alpha Aid Association and Co-founder of the association(AAA,2012-2014)
- Certificate of sports and games (Alpha High School,2012-2014)
- Certificate of participation on career affair activities.(IFM Career Affair)
- Certificate of customer service courses.(soft-trainer company)

AFFILIATIONS

- Swimming,Singing,Playing Basketball,Watching Movies and Travelling