

Professional Summary

Knowledgeable and dedicated customer service professional with extensive experience in customer service and retail banking industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

Accomplishments

- Currently providing mentor support to New Hire teams.
- Online Banking Tier 2 trained.
- Supervised team of 15 staff members.
- Documented and resolved sales issues which led to increased regional sales.
- Telephone Service - Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.
- Customer Follow-up - Ensured that customers were satisfied with company products and services by doing purchase follow-up calls.
- Multiple top customer service professional awards.
- Top sales personal banker award.
- Customer Relations - Earned highest marks for customer satisfaction, company-wide.

Skills

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|---------------------------------|-----------------------------------|
| • Documentation and reporting | • Inbound and Outbound Calling |
| • Inbound Customer Service | • Service standard compliance |
| • Payment processing | • Technical Support |
| • First Call resolution | • Professional telephone demeanor |
| • Staff education and training | • Creative problem solving |
| • Sales expertise | • Good listening skills |
| • Training development aptitude | • Multi-line phone talent |
| • Complaint resolution | |

Work History

Customer Care Consultant/Online Banking Specialist, 11/2020 to Current

Wells Fargo – Lake Ronkonkoma, NY

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Updated customer accounts and system database with latest details to support accuracy and efficiency in future interactions.
- Eliminated inefficiencies by educating and training new employees on best practices and customer care procedures.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
- Maintained 94% satisfaction score by consistently resolving 96% of first-call issues
- Delivered customer support to more than 80 callers each work day.
- Resolved online banking issues such as online bill pay, external transfers, zelle transfers, online maintenance issues, login issues, and online banking navigation.
- Escalated cases appropriately in case issues couldn't be resolved immediately to make sure customers can fully access all functions of online banking.

Personal Banker, 03/2019 to 11/2020

Fedex – Saint George, UT

- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services.
- Developed top-performing teams, leading to increased branch efficiency and positive customer feedback.
- Provided advice on different bank products and financial options.
- Managed escalated phone calls by applying conflict resolutions skills and extensive knowledge of bank policies, products and services.
- Trained and mentored junior banking staff to maximize performance, efficiency and compliance.
- Understood and applied selling techniques to open, develop and close sales and created product interest by actively cross-selling products and services to pursue customers.
- Utilized up-to-date information to make effective decisions governing bank operations.
- Adhered to established security procedures and reported potential fraud or safety violations to management for immediate recourse.
- Responded to more than 30 basic inquires per day regarding procedures, policies, check verification, deposits, stop payments, balances and lost and stolen credit cards
- Ordered different currency and cash supplies and materials to secure inventory and sensitive and propriety items
- Achieved recognition from management for 9 consecutive months of meeting sales targets

Lead Customer Service Associate, 05/2015 to 10/2018

American Express – City, STATE

- Developed and actualized customer service initiatives to decrease wait times.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Provided primary customer support to internal and external customers in fast-paced environment.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Entered customer interaction details in microsoft excel to track requests, document problems and record solutions offered.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem.
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.
- Supervised and guided new employees on inbound calls and responded quickly to questions, which improved understanding of job responsibilities.
- Established and updated work schedules to account for changing staff levels and expected workloads.
- Helped employees with day-to-day work and complex problems by applying motivational and analytical strategies.
- Maximized customer satisfaction by handling more than 80 customer email and telephone interactions each day
- Worked with new hire training to develop customer service improvement initiatives
- Achieved high quality marks on quality assurance evaluations through 2016 to 2018.

Education

Associate of Science: Maths, Physics, And Chemistry, 09/2013

Dayalbagh University - Agra, India

- Majored in Mathematics
- Minored in English