




JESSICA CLAIRE

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-  100 Montgomery St.
10th Floor

SKILLS

- Verbal and Written Communication
- Computer Proficiency
- Microsoft Office Suite
- Customer Service
- Team Collaboration
- Detail-Oriented
- Analytical Thinking
- Customer Demographics
- Competitive Research
- Problem Solving
- Relationship Building
- Customer Complaint Resolution
- Decision Making
- Time Management

EDUCATION

Cairo High School
Cairo, GA • 05/2006
High School Diploma

PROFESSIONAL SUMMARY

Dedicated financial professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Hardworking and driven to work quickly and effectively on projects in all types of environments. Reliable employee seeking customer service position. Offering excellent communication and good judgment. Experienced Banking Relationship Specialist with over 13 years of experience in banking. Excellent reputation for resolving problems and improving customer satisfaction. Hardworking and passionate job seeker with strong organizational skills eager to secure personal banker position in financial environment. Ready to help team achieve company goals. Creative Banking Relationship Specialist eager to work with top clients. Bringing deep understanding of financial products, market conditions and customer preferences. Ready to apply skills and experience to new position with long-term potential.

WORK HISTORY

Connectone Bancorp - Banking Relationship Specialist
Haworth, NJ • 10/2020 - Current

- Forecasted marketing trends based on previous data to adjust campaigns and maximize sales.
- Informed supervisors and company leaders on markets and regional sales needs to best meet customer needs and maximize revenue.
- Coordinated with social media, public relations and other teams to execute product introductions.
- Completed in-depth reviews of market conditions and customer preferences for products.
- Implemented updated procedures to rectify issues in data collection and analysis.

Oceanfirst Financial Corp. - Head Teller
Mays Landing, NJ • 05/2014 - 10/2020

- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Verified amount of cash in cash drawer against day's receipts, quickly identifying errors.
- Provided customers with appropriate literature on banking products and services.
- Introduced customers to other bank team members to help meet financial needs.
- Replenished ATM funds in empty canisters prior to validation process.
- Mentored newly hired team members on appropriate responses to patron questions.
- Received car loan, home loan and other payments and posted to accounts.
- Created teller schedule to keep weekly and weekend shifts properly staffed.
- Identified potential needs through observation, questioning and listening.
- Answered inquiries regarding checking and savings accounts and other related products.
- Investigated and promptly resolved issues with patron accounts.
- Maintained friendly and professional customer interactions.
- Executed wire transfers, stop payments and account transfers.
- Counted, verified and handled bank deposits and armored car transactions.
- Calculated fees due, interest and change for customer transactions.
- Received loan and utility payments, sending funds to correct destinations.
- Wrote and distributed customer correspondence.
- Conducted regular proof work and followed up on chargebacks and deposit corrections.
- Established rapport with new clients to increase satisfaction and loyalty.

Horizon Credit Union - Teller
Woods Cross, UT • 06/2008 - 05/2014

- Educated customers on use of banking website and mobile apps.
- Answered customer inquiries regarding account balances, transaction history, services charges and interest rates.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services.
- Answered telephone inquiries on checking and savings accounts, loans and lines of credit.
- Recognized needs and referred to appropriate representative or line of business for cross-sell or service opportunities.
- Stocked supplies for customers and personal teller station.
- Learned about customer's financial needs, established trust and optimized sales opportunities resulting in quality customer service.
- Processed customer transactions promptly, minimizing wait times.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Maintained friendly and professional customer interactions.
- Received loan and utility payments, sending funds to correct destinations.
- Wrote and distributed customer correspondence.
- Conducted regular proof work and followed up on chargebacks and deposit corrections.
- Executed wire transfers, stop payments and account transfers.
- Calculated fees due, interest and change for customer transactions.
- Established rapport with new clients to increase satisfaction and loyalty.
- Counted, verified and handled bank deposits and armored car transactions.
- Used Microsoft Word and other software tools to create documents and other communications.