

Jessica Claire

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SUMMARY

Business banking professional with over four years of business banking and retail banking experience.

HIGHLIGHTS

- Guest services
- Inventory control procedures
- Merchandising expertise
- Loss prevention
- Cash register operations
- Product promotions

ACCOMPLISHMENTS

EXPERIENCE

Business Banking Specialist, 06/2014 - Present

First Citizens Bank

- Grows and deepens relationships with existing small business customers as well as actively acquires new small business customers ranging from start-up to an annual revenue of \$2MM.
- Ensures retention and exercising excellent customer service in all customer interactions.
- Offers deposit products, business lending options, treasury management and works with business partners to achieve profitability objectives that meet the business customers' needs and financial goals.

Personal Banker / Business Advocate, 06/2012 - 06/2014

Lkq

- Managed customer portfolio, deepened banking relationships.
- Created a vital sales and service organization, creates business development goals, promoted teamwork with partners and other corporate departments.
- Assisted in developing business development goals, objectives and performance standards.

Customer Service Sales Representative, 06/2011 - 06/2012

Wells Fargo & Company

- Sold retail banking products and services to customers and prospects.
- Provided broad base of financial and credit services with the goals of acquiring 100% of the customers' business.

Point-of-Sale Supervisor/ Retail Merchandiser, 10/2009 - 06/2011

Polo Ralph Lauren

- Provided direct supervision and training of 10+ full-time and part-time associates.
- Assisted store manager and operations team with processing shipments, inventory, and marketing plans from corporate office on weekly sales, promotions, etc.

EDUCATION

B.A: Political Science, May 2009

Hampton University - Hampton, VA

Political Science

INTERESTS

Team-Members Outcome Chair for Wells Fargo Black African American Team Member Network (Philadelphia-Delaware) *Homeowners Association President - The Villas at Broadacres

SKILLS

Adobe, banking, business development, developing business, credit, excellent customer service, financial, inventory, marketing plans, Microsoft Office Suite, office, works, retail, sales, self-starter, store manager, supervision, teamwork, team player, treasury

ADDITIONAL INFORMATION

- **ACTIVITIES:** *Team-Members Outcome Chair for Wells Fargo Black African American Team Member Network (Philadelphia-Delaware) *Homeowners Association President - The Villas at Broadacres

LANGUAGES

OBJECTIVE

WEBSITES, PORTFOLIOS, PROFILES