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Career Objective:

To work as a Customer Service Representative with "Flora Bank," to deliver a high-quality professional and personalized customer service to corporate and privileged customers.

Summary of Skills:

- Experience of retail banking and interacting with high-profile customers
- Proficiency in written and verbal English language
- Familiar with banking products offered by large banks
- Excellent leadership, analytical, and teamworking skills
- Strong numerical and leadership skills
- Adept with local banking practices and state and federal banking rules

Work Experience:

Customer Service Representative
Outland Bank, SA48 2BZ
October 2015 - Present

- Delivering professional and personalized customer service to corporate and individuals
- Understanding the needs of customers and advising appropriate products
- Calculating and providing accurate information to customers on returns against investment
- Handling escalation and documenting entire procedures
- Assisting customers in applying for loans for personal and business purpose
- Seeking and capitalizing on referrals from customers and contributing in Bank's revenue

Customer Service Representative