Cameron Hyde

CAREER OBJECTIVE



Passionate Medical Cannabis Patient with 9+ years of top notch client service experience working in financial service and retail based settings. Dedicated to providing the highest quality patient care by filling the Pharmacy Agent role at Curaleaf.

PROFESSIONAL EXPERIENCE



Recordkeeper

*Alliance Benefit Group Rocky Mountain, Midvale, UT / Sep 2015 – June 2020*

• Providing outstanding customer service through email, phone, and in person to clients.

• Extensive abilities using Microsoft Excel to create, modify, and validate 401(k) payroll spreadsheets using detail oriented skills.

• Issuing 401(k) loans and withdrawals within plan requirements.

• Precisely reviewing and validating 401(k) payroll files before requesting funds are pulled for contributions and loan payment processing.

• Consistent adaptation, creating better workflow system and processes.

• Familiar with Internal Revenue Service and Department of Labor guidelines.

Client Service Representative

*Allstate Insurance Company, Draper, UT / Jan 2015 – Aug 2015*

• Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

• Impeccable focus on clientele, teamwork, and self-management.

• Process and record new insurance policies and claims.

• Correspond with insured or agent to obtain information or inform them account status or changes. • Check to ensure that appropriate changes were made to resolve customers' problems.

• Refer unresolved customer grievances to designated departments for further investigation.

Customer Service Representative

*The Mousepad Business Center, Kearns, UT / Aug 2014 – Jan 2015*

• Accepted payment from customers consisting of cash, credit or debit cards, and checks, and gave change. • Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods.

• Check to ensure that appropriate changes were made to resolve customers' problems.

• Solicit sales of new or additional services or products.

Teller

*Zions Bank, Murray, UT / Jun 2013 – Oct 2014*

• Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.

• Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.

• Enter customers' transactions into computers to record transactions and issue computer-generated receipts. • Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.

• Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.

• Count currency, coins, and checks received, by hand or using currency-counting machine, to prepare them for deposit or shipment to branch banks or the Federal Reserve Bank.

• Carry out special services for customers, such as ordering bank cards and checks.

• Resolve problems or discrepancies concerning customers' accounts.

• Identify transaction mistakes when debits and credits do not balance.

• Receive mortgage, loan, or public utility bill payments, verifying payment dates and amounts due.

Grocery Stocker

*Harmons Grocery, West Valley City, UT / Jun 2013 – Oct 2013*

• Itemize and total customer merchandise selection at checkout counter, using cash register, and accept cash or charge card for purchases.

• Take inventory or examine merchandise to identify items to be reordered or replenished.

• Pack customer purchases in bags or cartons.

• Stock shelves, racks, cases, bins, and tables with new or transferred merchandise.

• Receive, open, unpack and issue sales floor merchandise.

• Requisition merchandise from supplier based on available space, merchandise on hand, customer demand, or advertised specials.

• Answer customers' questions about merchandise and advise customers on merchandise selection.

Courtesy Clerk

*Dan's Grocery, Salt Lake City, UT / May 2011 – Jun 2013*

• Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change.

• Receive payment by cash, check, credit cards, vouchers, or automatic debits.

• Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.

• Issue receipts, refunds, credits, or change due to customers.

• Assist customers by providing information and resolving their complaints.

• Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.

• Stock shelves, and mark prices on shelves and items.

• Assist with duties in other areas of the store, such as monitoring dairy, frozen food departments, or bagging and carrying out customers' items.

ADDITIONAL SKILLS



Microsoft Office Attention to detail Database adminstration Windows 10 Key, 70 WPM 

REFERENCES



References available upon request