

# Johnny Lee Jones Jr.

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## Professional Summary

Customer-focused technology professional with over 10 years of experience in banking and technical support roles. Proven ability to resolve complex technical issues, deliver exceptional customer service, and adapt to changing systems and procedures. Adept at utilizing various tools and platforms to troubleshoot and resolve problems effectively while maintaining a strong focus on customer satisfaction.

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## Professional Experience

### Experience    PNC Bank, Chat Specialist

04/2019 – Present

- Provide first-line technical support via chat, email, and screen sharing, ensuring timely resolution of customer inquiries.
- Utilize CRM tools and systems to access consumer data and resolve issues during initial contact.
- Demonstrate ownership in resolving client problems, ensuring a seamless customer experience.
- Adapt to frequent updates in policies and procedures, maintaining up-to-date knowledge of technical and banking services.
- Assist customers via chat in fast paced environment
- Utilize multiple screens and systems to access consumer information to deliver on call resolution
- Managing accounts to help prevent suspected fraud
- Assist with all banking lines of business including consumer, business, credit cards, loans, & mortgage
- Identifying and recommending areas of opportunity to increase production and performance

### Synchrony Bank, Fraud Specialist 2

04/ 2017 – 03/2019

- Delivered technical and account support by analyzing potentially fraudulent activity and taking appropriate action.
- Utilized advanced systems, including Surveyor, LexisNexis and Innovis, to process accounts and resolve customer concerns.
- Coached new hires, enhancing their transition to the production floor.
- Consistently demonstrate ownership while resolving client financial issues
- Utilize multiple screens and systems to access consumer information to deliver on call resolution
- Ability to adapt to frequently updated policies & procedures in response to fraud trends
- Represented the fraud department in welcoming the CEO of Synchrony Bank to Charlotte

- Schedule adherence Champion, Coached agents on SA as well as other metrics

## **Wells Fargo Bank, Financial Crimes Spec 2**

**10/2013 – 11/2016**

- Reviewed and resolved financial crime activities, preventing potential fraud and risk to customers.
- Provided end-user support for banking systems, ensuring adherence to compliance policies.
- Identified technical and procedural improvements to enhance team performance.
- Review, verifies and identify financial crimes activity, policy violations and suspicious situations to mitigate and/or recover losses
- Assist with fraudulent emails, to prevent risk
- Handle inbound and outbound calls to help detect and protect consumers from unauthorized access to their accounts
- Strong understanding of banking principles and operations processes
- Daily research to complete evaluation for Wells Fargo Compliance
- Effective in handling multiple tasks concurrently and manages time and sets priorities and deadlines appropriately.

## **Core Competencies**

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|--|-------------------------------|
| • Technology Troubleshooting                 | Call Center Technologies      |
| • Customer Support Operations                | Database Administration       |
| • Conflict Resolution                        | IT Standards & Policies       |
| • Problem Solving & Resolution               | Extremely Organized           |
| • Reports generation and analysis            | Client assessment and analyst |
| • Microsoft Word, Excel, PowerPoint, Outlook | SQL, Python, Java, C++        |
| • Contract negotiation/review/drafting       | CRM Systems                   |

## **Education**

**The Art Institute of Charlotte**  
Graphic Design

**(2010-2012)**

**Southern New Hampshire University**  
Computer Science

**(2022 - 2025)**

## **Professional Affiliations**

Member, Small Business Association (2005 – present)