

Professional Summary

To obtain a position in a growing and innovative organization that will provide endless opportunity for growth and professional advancement.

Skills

- Excellent communication skills with focus on customer service
- Trained in Banking Software
- AS400 software, Synergy software, Synapsis, Trism4, SAP Software, Enterprise software, ARGO, Salesforce
- Georgia P&C
- Drake Software
- MS Office Suite
- Data entry
- Closing processes
- Tax Preparer
- State & Federal Tax Codes
- Georgia Life & Health Insurance

Work History

Personal Banker 3

05/2017 - Current

SunTrust – Duluth, GA

- Delivering the full spectrum of solutions available by assessing client financial needs and utilizing and tailoring financial plans to help clients and small business clients save money.
- Partner with other lines of business for additional growth opportunities. Partners include, but not limited to: Financial Advisor, Mortgage, Trust, Wealth, Business Banking, Treasury Services, and Merchant Services.
- Committed to advancing knowledge of sales techniques and product knowledge to better serve personal, business and private wealth clients.
- Answer inbound calls for requests or inquiries regarding services, products, billing, claims and reports problems areas.
- Responsible for maintaining confidentiality of all sensitive information.
- Consistently following procedures for bank operations and client service behaviors
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.

IT Desk Analyst

01/2015 - 05/2017

FSNB, NA – Shreveport, LA

- Responsible for creating new user accounts for new employees in Active Directory.
- Load new and replacement hardware as a result of hardware failure/replacement.
- Which include adding machine(s) to the domain.
- Adds or modifies email accounts via Office 365 and resets passwords in Active Directory as well as in Office 365.
- Add network printers to user machines as needed and Installs any necessary programs to user machines.
- Add/modify user accounts to both WIFI and VPN service on appropriate router.
- Use manufacture recommended maintenance practices when conducting maintenance.
- Participates in updating servers to newest patches.
- Use GOTOAssist program to remote into a user machine to diagnose issues.
- Respond to 20+ work orders a day via users email messages, telephones calls, and service help desk ticket requests.
- Responsible for completing steps when issuing equipment to users for tracking purposes.
- Conducted audits to confirm equipment issued to users was still assigned to the particular user.
- Escalate extensive technical problems to a senior tech if applicable as needed.

Sale Supervisor IV (Assistant Branch Manager)

03/2013 - 05/2017

Fort Sill National Bank – Shreveport, NA, LA

- Welcome customers to, deliver excellent service by interviewing customers to obtain information concerning their lending needs, earning and financial conditions.
- Input into lending software, in accordance with current laws and regulations, as it relates to lending.
- Process loan applications and appropriately advise customers on any loan related questions.
- Process Chex systems and Credit Report, Make decision based on customers history and score.
- Participate in sales and marketing promotions.
- Knowledgeable and skilled in the areas of teller, vault, processing and opening accounts providing leadership, training and support to new and other branch staff members.
- Supporting the Staff by approving/overseeing transactions as needed, assisting with balancing issues and verifications of cash outages.
- Monitoring and providing guidance, written disciplinary actions when necessary.
- Take over managerial duties and responsibility when manager is not at branch.
- Hire, Interview, and Train new employees.

Gas Station Manager

04/2012 - 08/2015

CEFCO – Bossier City, LA

- Oversaw the daily & weekly activities of 6 employees.
- Managed the back office, generated and dispatched daily reports to the head office.
- Conducted continuous stocktaking to maintain proper inventory standards.
- Responsible for receiving and checking the accuracy and inspection all deliveries.
- Interview, hired, trained employees on duties, company's policies & customer service.
- Ensured that the sales floor and the bathrooms were clean and well kept.
- Encouraged and practiced good security methods and procedures with associates for the protection of employees and customers.
- Promoted and demonstrated good work ethic and team leadership qualities.

Meat Clerk

11/2009 - 03/2012

Heritage Meats – Rochester, GA, WA

- Responsible for performing maintenance and cleanup duties in the meat department and associated areas.
- Ensure that the department's equipment, premises, and fixtures are kept clean and sanitary.
- Assist in keeping the storage areas clean, clear, and in good order.
- Understanding which chemical to use for cleaning the equipment's.

Education

Full Stack Web Developer

08/2019

Georgia Institute of Technology - Atlanta, GA

AA: Accounting

06/2010

South Puget Sound Community College - Olympia, WA**High School Diploma**

06/2009

Northwest Christian High School - Lacey, WA**Certification:** Firefighting & Medical Terminology

06/2009

New Market Skill Center - Tumwater, WA