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Krystal Pointer  
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Hard working, dedicated team player seeking to transition from my current career in Customer Service to a career in Information Technology specifically in the area of Web Development/Computer Programming.

**Work Experience**

**Technical Service Specialist/Securities Operations Service Specialist** **Insight Global (Wells Fargo Advisors)** Saint Louis, Missouri - February 2017 - Present

\* Completed and correctly filed daily Margin No MSI and Transfer of Death reports.

\* Reviewed total of 40 accounts coded Margin using Beta and Wisdom to determine if account should have Margin.

\* Utilized Wisdom and Beta tools in the creation and maintenance of Mutual Funds Level Zero accounts.

\* Corrected newly opened Level Zero accounts and sent daily afternoon report to analyst and Gen Pact.

\* Monitored Level Zero Maintenance escalations inbox to assist CIP with verification of newly opened Level Zero accounts.

\* Consulted paralegals for review of execution regarding specific state guidelines.

\* Performed document review to determine if forms were completed correctly so power of attorney can be booked and approved.

\* Reviewed power of attorneys to determine if the associated person should have power of attorney over an elder client.

**Technical Support Consultant (WAH) Sutherland Global Services** Rochester, New York - September 2015-December 2016

\* Received inbound calls to provide user support for Intuit’s Quicken program as well as educate customers on how to use Quicken properly,

\* Assisted with setting up multiple account types, configuring settings to connect accounts, correcting balances/reconciling issues with different account types and resolving numerous error codes.

\* Informed customers on what steps to take to correct issues within their program when updating their financial institution information.

\* Utilized Oracle Live Look for screen share to view screen while troubleshooting their issues.

\* Performed complete uninstall and reinstall of Quickens software components through control panel to correct installation issues.

\* Reconfigured settings within common files on windows computers to allow Quicken to run properly on an updated operating system.

\* Performed troubleshooting steps on Android and IOS devices to correct synchronization as well as connectivity issues.

**Customer Service Associate** **TRC Staffing (Keefe)** Saint Louis, Missouri - November 2013 - May 2014

\* Received inbound calls from customers to place a deposit on a resident’s account in order to purchase commissary.

\* Informed depositors on the status of the deposit and also researched the cause if deposit failed.

\* Processed orders for customers and communicated program specifications to ensure packages arrive at each facility by the deadline.

\* Provided order status to customers as well as property officers and social workers at participating facilities.

\* Educated callers regarding shipping, receiving and tracking of packages ordered by customers.

\* Utilized the system to request proof of delivery to the correct facility.

**Customer Service Associate** **Integrity Solution Services (Bank of America**) Saint Charles, Missouri - April 2013 - July 2013

\* Manually placed calls to borrowers in efforts to collect on their delinquent home loans.  
  
\* Answered borrower’s questions in regards to loss mitigation and liquidation options.  
  
\* Performed debt to income analysis on customers monthly financial information for possible modifications.  
  
\* Processed home loan payments, pulled credit reports and verified documents via Bank of America's intranet applications.  
  
\* Debt counseled and offered additional work out options to customers that were delinquent on their mortgages.

\* Adhered to federal guidelines and regulations pertaining to the bank’s policies.

**Education**

Hazelwood East High School**,** Diploma in General Education Saint Louis, Missouri 1999-2002

University of Phoenix,completed credits towards an Associate of Arts in Information Technology/Networking 2008 - 2009

Launch Code, Certificate Cohort for Web Development/Computer Programming Saint Louis, Missouri 2018

Currently enrolled in Launch Code’s LiftOff program Saint Louis, Missouri 2019

**Skills**:

Windows XP/Vista/7/10-Advanced Microsoft Office skills-Microsoft Visio-Data Entry 55 WPM-10 key by touch-Windows Mail-Internet Explorer-Google Chrome-Mozilla Firefox-Beta-AS 400-Collections-Customer Service-Help Desk-Sales and Marketing-Salesforce-Citrix Systems-Quality Control-VS Code-VCS-Git-HTML-CSS-SQL