

Marykate Smith

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Summary:

Recent college graduate with strong customer service skills and attention to detail. Goal oriented and well organized, with a strong commitment to quality and completion of tasks on time and within established timeframes. Ability to multi-task while working in a fast paced environment. Excellent problem solving and decision making skills.

Education:

Montclair State University

Bachelors of Psychology with a Business Minor, May 2016. GPA: 3.0

Professional Experience:

Bank of America, August 29, 2016 – February 24, 2017

Customer Service Representative/Contractor

- Customer Support Representative in a high volume, fast paced call center
- Utilized problem solving skills to handle incoming Wealth Management (FAC, MLD calls), while maintaining professional demeanor and composure
- Used Siebel call tracking software for logging notes and comments
- Provided brokerage and bank account information including account balances rates, and handling Visa activity.
- Assisted client with account activity reconciliations including monthly and quarterly information
- Consistently achieved and exceeded performance metrics expectations

TIAA CREF, July 11, 2016 – August 26, 2016

Marketing Assistant/Summer Intern

- Assisted Relationship Management team in verification of Plan Sponsor data through analysis and validation of RM master data codes from Excel spreadsheets, including drop down boxes and customized sorting.
- Courtesy called Plan Sponsors to achieve 100% accuracy of critical fields in ensuring that all contact information is correct and secure
- Ensured call scripting meets company compliance standards

TJ Maxx, 2010-January 2017 (Part Time)

Sales/Customer Service Associate

- Provided outstanding service with attention to client needs
- Consistently achieved and exceeded sales goals
- 5 year Certificate of Appreciation
- Implemented streamlined process of coordination of backroom activities
- Data entry for inventory control

Computer Skills:

- Siebel, Microsoft Word, Excel, PowerPoint, Outlook