

Nakira Ashworth

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SKILLS

Office 365 • Cross App • Lexis Nexis • Time Management • Data Entry • Leadership • Training and Instruction • Reflections • Apex • Service Point • Data Line • Xperience • Corserv • Terminal • github • Vercel • Visual Studio Code • HTML • CSS • JavaScript

EXPERIENCE

Pinnacle Financial Partners, Murfreesboro, Tn - Credit Card Specialist

May 2022 - Present

- Process fraud within regulation timeframes
- Monitor request including limit changes, travel alerts & lost/stolen replacements
- Accurately process credit balance refund report
- Effectively review Balance Transfer Report

Citizens Bank, Lebanon, Tn - Commercial Loan Processor

Feb 2021 - May 2022

- Effectively manage and process commercial loan files
- Accurately review and input loan data into the operational systems
- Order title reports and property appraisals
- Evaluate loan files for regulatory compliance and completeness

Advance Financial, Nashville, Tn - Verification Lead

June 2018 - February 2021

- Verify customer data, bank accounts and check legitimacy
- Provides excellent internal and external customer experience
- Accurately and efficiently conducts all verification transactions
- Assist teammates with loan reviews
- Approve check hold removal

Geodis, Mt Juliet, Tn - Training Coordinator & Operation Supervisor

February 2008 - June 2018

- Train employees on Basic Safety to ensure a secure work environment
- Train employees on Hazmat to maintain effective packaging and shipping
- Train employees on RF scanner for picking warehouse products
- Perform daily audits to ensure inventory accuracy and floor production
- Provide excellent internal customer service
- Managed over 45 direct reports
- Interviewed candidates for available positions
- Utilized the Kronos system to process payroll
- Monitored attendance and coached employees for behavior improvement

EDUCATION

Pivot Technology, Nashville, TN - Software Development Cohort January 2024 - June 2024

McCarroll Center, Pontiac, MI - Diploma August 2002 - January 2003