

Sales and Service Rep Sales and Service Rep Sales and Service Rep - Bank of America Plano, TX
Work Experience Sales and Service Rep Bank of America - Richardson, TX June 2014 to Present
Assist and educate customers on self-service banking options (for example, mobile, online, ATM) and building and deepening customer relationships by ensuring the customer's needs are met by partnering with specialists and business partners. Coordinate with retail customers in building and deepening relationships by uncovering financial needs and recommending the best products, services, and solutions to meet those needs. Open deposit accounts and sell banking products (examples: credit cards, CDs, IRAs, loans). Attend diligently to customer inquiries and concerns, creating customized solutions. Facilitate customers/clients connection to the appropriate teammate in helping them achieve their financial goals; making sure all sales, service, and specialized needs are met; and help drive overall revenue growth. Process transactions accurately and efficiently during high customer traffic aiding the developing of customer confidence and trust, based on established policies and procedures while recognizing and referring cross-sell opportunities. Manage risk in every business, product and service transaction leveraging available tools. Senior Design/Intern Front end Developer Concentrix - Richardson, TX January 2019 to May 2019 Work on phase 2 of a modern browser visual design tool which allows for the creation and documentation of high level application flows for Interactive Voice Response(IVR) systems. Make application production ready Improve UI/Usability by adding more features to make it more visually acceptable Get it ready for automation testing by improving the code and finding the right tool that can be used for testing. Implement additional features such as Validation, Import Prompt List, Redo Prompt IDs, Dialog State Count and Change Tracking Teller New York Community Bank - New York, NY September 2012 to February 2014 Demonstrated outstanding customer service, resolved customer concerns and helped build customer loyalty. Achieved sales goal of 6% or more each quarter by identifying customer needs and referring financial products and services. Mentored and coached new bank tellers. Ensured compliance with banking policies and audit procedures; maintained and balanced cash drawers on a daily basis. Developed and maintained good working relationships with customers, clients and co-workers. Maintained appropriate cash

limits, cashed checks, established deposits, and issued cashier's checks, cash orders, traveler's checks, money advances, and fund transfers. Education B.S in Computer Science &Engineering University of Texas at Dallas - Dallas, TX July 2019 Skills C#, C++, JAVASCRIPT, PYTHON, LINUX, Customer Service, Salesforce (Less than 1 year) Additional Information Technical Skills Proficient in Java, C++; familiar SQL, Python, Javascript, C#, Salesforce Operating Systems: Windows, Mac OS, Linux

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