CHRISTINA M DIDIER

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OBJECTIVE:

To secure a people-oriented position offering long-term employment

SUMMARY OF QUALIFICATIONS:

* Twenty years of customer service experience.
* Computer skills in Windows, MS Office (Word, Excel, PowerPoint)
* Basic QuickBooks experience.
* Strong interpersonal & communication skills; strong use of logic from both internal & external perspective.
* Team player; motivated self-starter that works well with minimum supervision.
* Outgoing & friendly personality; very organized with great attention to detail.

## EMPLOYMENT:

2011-Present PRIORITY SERVICE REP, WASHINGTON TRUST BANK

Provide courteous service to customers, co-workers and other bank employees through prompt response to requests, a willingness to help and friendly service.

Process transactions, stop payments deposit verifications and other assigned duties accurately and in a timely manner. Refund fees appropriately and within authorized limits. Maintain a level of service that produces good quality service with each customer. Contribute to the department service quality goal achievement. Maintain knowledge of products and services. Act as an advocate in helping grow the customer base.

## 2007-2009 MEMBER SERVICE REP, POINT WEST CREDIT UNION

Provide professional and outstanding service to both internal and external members. Deliver information to prospective new members and assist the credit union in growing our membership base. Advise and sell new and/or existing products and services. Open and close member accounts. Manage special projects as assigned by management. Assist with debit and credit card processes and disputes. Process daily mail including but not limited to deposits and payments. Support management decisions, policies and goal standards.

2005-2006 ADMINISTRATIVE ASSISTANT, METRO MULTI-FAMILY HOUSING ASSOCIATION

In addition to answering and directing incoming calls, assist with general office responsibilities. Organize and coordinate monthly membership luncheons; organize and coordinate educational classes for members. Set up new memberships. Educate and assist landlords and property managers with rental forms. Act as an advocate in helping grow the association’s membership base.

2004-2005 FINANCIAL SERVICES SPECIALIST, RIVERMARK

COMMUNITY CREDIT UNION

Provide a wide range of customer service and assistance to members, encompassing funds transfers, account inquires, wires, account problem resolutions, and delivery of information regarding new and current memberships. Support management decisions, policies and goal standards. All support provided via the telephone.

2002-2003 AUDIT PROCESSOR, SOLBERG ADAMS TELECOM COST CONSULTANTS

Assist with the audit process. Gather the necessary information needed to set-up files and initiate the audit process. Comprise information in an Excel spreadsheet and determine “cost saving” solutions and changes for the client. Create worksheets to implement the changes. Complete process by submitting a “Bill Report” and provide support documentation.

\*\*\*\*\* REFERENCES SUBMITTED UPON REQUEST\*\*\*\*\*