

JESSICA CLAIRE

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Summary

Highly enthusiastic customer service professional with 7 years of client interface experience. Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Strong organizational skills, Customer service expert, Active listening skills, Adaptive team player, Courteous demeanor, also seasoned in conflict resolution with an energetic work attitude.

Highlights

- Creative problem solver
- Types 45 wpm
- Call Center
- Reliable
- Excellent communication skills
- Friendly
- Approachable
- Exceptional customer service

Accomplishments

Consistently achieved a 100% teller balancing average, as well as balanced daily cash drawers and vaults totaling an average of \$900,000.

Experience

Banking Relationship Specialist, 06/2005 to 08/2011

Connectone Bancorp – Bergen County, NJ,

- Customer Assistance Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.
- Customer Service Customer Service Inbound Call Center Transfer calls to appropriate department when necessary Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.
- Computed Data Reports Provided required weekly, monthly and quarterly reports listing sales figures and client track records.
- Customer Interface Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.
- Opened and closed personal and business checking, saving, and cd accounts, processed safe deposit box transactions, created cashier checks, entered customer data into chex systems, processed fed ex shipments, filing, answering phones, sending faxes, responsible for making executive decisions regarding new customer relationships.
- Completed daily incoming and outgoing banking reports.

Merchant Teller, 11/2004 to 06/2005

Oceanfirst Financial Corp. – Cape May, NJ,

- Processed large deposits for merchant customers, assisted with incoming and outgoing courier transactions,.
- Responsible for balancing accurately on a daily basis.
- Assisted Operations Manager with teller line, answered phones, filing, and all other duties associated with the position of a Merchant Teller.

Teller, 05/2004 to 11/2004

Farmers And Merchants Bank – City, STATE,

- Cashed checks for new and existing customers, processed incoming daily reports, completed mail deposits in dual control.
- Processed cashiers checks and money orders, processed credit card payments, and all other responsibilities associated with the position of a Teller.

Education

Associate of Science: Inter Social Behavioral Sciences, 2016

Los Angeles Southwest College - Los Angeles, CA

GPA:

Received certificate in Fingerprinting.,

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GPA:

Skills

In and outbound call center, A Excellent customer service assistance, Fax, Filing, Answering phones, Type 50 wpm, Microsoft word and excel.