**Mirjana Vukomanovic**

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| Qualifications Summary |  |
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Accomplished and dedicated professional with more than 15 years of highly transferrable experience managing all aspects of business operation and customer service; well prepared to meet and exceed your expectations.

* **Administrative Support:** Expert at providing outstanding managerial support to propel productivity and efficiency, while streamlining operations and attaining organizational success.
* **Superior Customer Service:** Adept at delivering excellent customer service; identifying and resolving potential customer-facing problems and discrepancies to achieve a significant boost in customer satisfaction and loyalty.
* **Communication & Relationship Building:** Ability to build and maintain strong, long-term working relationships with staff and senior management through exceptional interpersonal and communication skills. Multilingual in English and Croatian, along with basic command over Russian and German.
* **Multi-Tasking & Problem Resolution:** Detail-oriented professional with a sense of diligence and aptitude to effectively multi-task assignments with stringent deadlines.

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| Educational Background |  |
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**Bachelor in Xyz**

University of Textile Technology, Zagreb, Croatia

*Delight Your Customer, Certificate*

*Fairmont Sales Process, Certificate*

*Business Writing and Communication Certificate*

*Business Law Certificate*

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| Professional Experience |  |
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East Boston Savings Bank, Brookline, Ma

**Sr. SSR/Assistant Branch Manager** (2015 – 2020)

Oversaw and motivated staff to drive excellent customer service and branch goals. Controlled access of multiple cash drawers and conducted monthly audits of teller drawers, vault, ATM, and cash dispenser according to financial reporting requirements. Addressed and resolved complex customer issues to achieve complete satisfaction. Formulated and submitted daily branch settlements to the finance department.

*Selected Contributions:*

* Recognized for responding to a large volume of customer inquiries related to their accounts, balances, and fees.
* Credited with exceptional customer service, resulting in achieving 100% customer satisfaction.

Eastern Bank, Brookline MA

**Teller Manager** (2014 – 2015)

Supervised teller staff activities to ensure day-to-day operations adherence to quality standards and proper procedures. Reviewed/approved customer’s transactions, maintained cash, posted general ledger adjustments, and resolved complex issues. Steered complete accounting cycle to assure all credits and debits posted accurately, while balancing cash drawers.

*Selected Contributions:*

* Please share your proudest accomplishments of this role, which set you apart from the rest.

*Additional experience as Personal Banker at Bank of America and Brookline Bank*