**{NAME}**

**Email: {EMAILADDRESS}**

**Address: {MAILADDRESS}**

**Experienced Financial Sales Consultant, Data Management Specialist and Customer**

**Service Representative**

Experienced financial sales consultant, data management specialist, and customer service representative. Able to manage large-scale projects and maintain stellar customer satisfaction. Excellent interpersonal, written and oral skills. Comfortable making decisions independently and working in teams to achieve successful results.

CORE QUALIFICATIONS

• Customer Service • Project Management

• Data Management • Administrative Support

• Financial Sales • Business Development

WORK EXPERIENCE

**Sales Associate**

Macy's Department Store-November 2013 to Present

Provide excellent customer service by making connections with customers and providing options/advice on purchases.

• Ensure that fitting rooms are tidy and ready for use by customers.

• Maintain sell floor presentations and restock shelves as necessary.

• Exceed store sales goals on a weekly basis.

**Data Management Specialist**

Broadridge -Access Data Corporation-March 2010 to August 2013

Maintained relationships with customers including: banks, broker-dealers, mutual funds, and overall corporations.

• Generated data reports on periodic basis for management and customers.

• Identified/corrected data entry errors, and consulted data processing technicians, programmers and end- users concerning the outline of data requirements.

• Informed parties concerning updates to database files and implemented operating methods to improve processing, distribution, data flow, and database editing procedures.

**Financial Sales Consultant**

PNC Bank-June 2007 to March 2010

Assisted in the increase of client sales by $2 million through direct negotiations with clients.

• Received five awards for providing stellar customer service.

• Built strong relationships with customers through client profiling and need-based selling.

• Maintained quality client relationships and provided premier services to new and existing clients.

• Identified clients' financial needs and recommended PNC promotions, products and services.

• Demonstrated ownership of client issues and provided solutions to problems.

TECHNICAL PROFIENCIES Operating: Linux, Microsoft Windows

Databases: MySQL, Oracle, FilemakerPro, IBM DB2, FoxPro Software: Microsoft Office (Word, Excel, PowerPoint, Outlook, OneNote, Publisher, Access), Microsoft Project

Professional, Microsoft Viso, Flash Player, Adobe Reader, Oracle, Java JRE, TurningPoint

EDUCATION

**Master's in Project Management**

{UNIVERSITY}

2008

**Bachelor of Science in Political Science**

{UNIVERSITY}

1992