

Demetria Farewell  
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LinkedIn URL

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## Education & Certifications

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Phoenix University — MBA (Human Resource Management)

Bachelor of Science (BS) in Political Science

South Eastern Career College Paralegal Studies

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## Banking Experience

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**First Tennessee/First Horizon Bank** — Memphis, TN

*Processed Fraud and dispute Claims for Memphis customer base*

Claims Representative Analyst, 2017-2019

Financial Services Representative 2015-2017

Analyze and utilize all bank records available to facilitate a comprehensive review of unauthorized customer financial transactions, request documentation of transactions from other departments, customers, merchants, and other financial institutions to formulate appropriate risk decisions. Assure that regulatory timeframes as well as internal Service Level Agreements are met to avoid compliance violations, which include, but are not limited to issuance of credit, reversal of fees, interest reimbursement, mailing appropriate notification letters to customers, case closure timeframes, etc. Interact with the internal departments to identify trends/issues and offer recommendations for improvements to policy and procedures, as applicable.

Build member relationships through selling and referring bank products and services to meet members' financial needs (includes but not limited to, all deposit products, loan products, retirement products, and investment products/services)- through face-to-face, calling efforts and participating in business and community development events.

Participate in obtaining individual and team sales and referral goals monthly, quarterly and annually

Supported the financial center manager with coaching of other teammates and some non-sales responsibilities. Functions as financial center manager in that individual's absence.

*Key Results:*

- Created process and procedures in the card claims department that made claim management easier and more effective.  
De-escalated customer frustration and created a win, win situation for the customer and the bank.
- Coached and trained new representatives on claims process
- Solve issues and make decisions regarding claims in a timely manner
- Ensure all claims are handled in procedural time frames
- Plan prioritize and organize claims in First Data System
- Communicate claim resolution to customers verbally and in writing
- Deliver impeccable customer service whether delivering favorable or unfavorable claim information to customer base
- Completes projects and tasks as assigned within allocated time frames.
- Meet monthly and annual sales goals, coached other employees and assisted them with achieving their goals.
- Received customer service recognition monthly from customers and employees.
- Sold annuities and other investment products that created wealth for customers
- Educated customers on how to achieve and maximize their credit scores

**Regions Bank**      Memphis, TN

Nov 2009 – July 2015

*Specialty Representative*

- Coached and trained new hire staff on proper bank processes and procedures
- Solve issues for irate customers by remaining calm and focused on the issue
- Organize manage and track multiple detailed task while providing superior customer service
- *Acts as a subject Matter Expert for products and process procedures for branches, call center and other line of business associates*
- Investigate fraudulent online banking access and work to deter future unauthorized access

Human Resources Experience

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Verizon Wireless — Nashville, Tennessee  
HR Generalist, August 2001 to November 2009

Created HR policies and procedures; recruited employees; created group benefits databases; and developed orientation, training and incentive programs.

*Key Results*

- Processed FMLA Claims and trained employees regarding FMLA and ADA Laws
- Proficient in timekeeping and HRIS system e-time and Peoplesoft
- Structured and implemented programs and policies in the areas of training, compensation structures, benefits packages, incentives and new-employee orientation
- Fostered a teamwork environment conducive to positive dialogue across the organization
- Personal efforts were cited as the driving force behind branch's employee-retention rate of 89% within an industry where high turnover was the norm
- Brought workers' compensation program into full compliance
- Instituted preferred providers list and trained managers and associates on procedures to follow in case of injury
- Trained employees and supervisors on company policies, disciplinary procedures, code of conduct, FMLA policy and benefits information
- Introduced company's first formal performance review program
- Communicated effectively with qualified candidates and answered any questions they had about the role or the organization
- Ensured compliance with documentation of the staffing and selection process
- Support hiring managers by recruiting best in class candidates
- Worked directly with the hiring manager to identify candidate needs
- Offering an HR career distinguished by commended performance and proven results
- Demonstrated success negotiating win-win compromises, developing teambuilding programs, and writing personnel manuals, corporate policies, job descriptions and management reports
- Ensured an outstanding candidate experience for each candidate
- Communicate effectively with qualified candidates and answer any questions they may have about the role or the organization
- Maintained positive relationships with hiring managers by assessing staffing request needs, providing timely feedback, and educating them in the proper process, tools and techniques needed to hire qualified candidates

American General Life and Accident, Nashville, TN  
Nov 1998 – Aug 2001

## *Insurance Sales*

- Responsible for advising customer of denied or approved status regarding life and property claims
- Sold Life and Property insurance
- Increased book of business by 85%
- Educated consumers on the benefits of Insurance
- Packaged Insurance plans to fit consumer needs

Department of Children Services, Nashville, TN  
Aug 1995 – Nov 1998  
*Social Worker II*

- Documented thorough case notes to reveal status of abused and neglected children
- Testified on behalf of children in juvenile court proceedings
- Organized and developed care plans to reunite children with families
- Investigated abuse claims reported by family members and citizens
- Represented Foster children in family court hearings
- Worked with attorneys and Juvenile court judges to ensure the safety of children

## **Honors**

- First Tennessee Award for customer service experience 2015, 2016, 2017
- First Tennessee Award for Meeting sales goals 2015, 2016, 2017
- Regions Bank 2014 Elite Award Winner-Putting People First
- Regions Best scorecard Regions 2013
- Regions Most Dependable 2013

#### Of Note

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##### Professional Development:

- Complete ongoing training in the areas of compensation and benefits, employee and labor relations, leaves of absence, workers' compensation and workplace safety/security.

##### Affiliations:

- Society for Human Resource Management (SHRM)

##### Computer Skills:

- HRIS applications (UltiPro, PeopleSoft Enterprise Human Resources, ADP)
- MS Office (Word, Excel, PowerPoint, Access, Outlook)