

Denis Matijevic

## Objective

Seeking a Registered Representative position utilizing skills acquired from being successfully engaged in the customer service and sales industries for 7 years. Over 4 years of call center experience with proven ability to operate well in a highly competitive environment. Recognized multiple times by management for going above and beyond and having a positive attitude.

## Experience

### Registered Client Associate

Wells Fargo Advisors 04/19-Current

- Life & Health Insurance License
- Assist financial consultants by providing sales and servicing support
- Opening accounts, processing paperwork, placing trades, money movements and issuing marketing materials
- Responsible for processing all requests in a timely manner and resolving problems utilizing internal resources

Senior Financial Service Representative 03/17-08/18

E\*TRADE Financial LLC

- Series 7 and 63 licenses
- Responsible for maintaining current customer relationships by mainly taking inbound calls
- Utilizing excellent customer service and problem-solving skills to assist customers in a professional manner
- Comprehensive operational understanding of the financial services industry
- Meeting and exceeding established performance requirements

### Logistics Manager

M.D.J. Transportation INC 08/14 – 03/17

- Responsible for daily dispatches done by phone including repairs, payroll processing
- Responsible for booking freight and corresponding with internal and external customers in a professional manner while responding to all email and phone inquiries in a timely manner while ensuring all freight is delivered on time
- Complete all business tax including quarterly fuel taxes IFTA, US highway tax
- UCR filings, HUT permit and other permit management

### After Hours Driver Manager

CR England Global Transport 05/13 - 08/14

- Responsible for managing a team of drivers for the three largest accounts, while filling in for other accounts when necessary
- Extensive phone and computer duties, including online based software, Microsoft Suites, and multi-tasking on average using ten programs at a time on three computer screens

## Education

- Alta High School - High School Diploma 06/08

## Skills

- Ability to learn and apply complex procedures in a very short time period
- Excellent communication skills and telephone etiquette
- Assertive, self-motivated, goal-oriented, organized and efficient
- A flexible, cooperative, reliable, hard worker, a team player with sales experience

