**Jodian Smith**

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45 Higbie Drive

East Hartford, CT 06108

Phone: 860-913-5910

**Objective:** To obtain a customer service driven position that allows me to learn more about management practices.

**Education**

Central Connecticut State University Manchester Community College

**Major**: Management **Transfer Date**: December 2006

**Graduation Date**: December 2010

**GPA**: 3.2/4.0

**Core Competencies:**

* Deals with concepts and complexity comfortably
* Relates well to all kinds of people, builds appropriate rapport
* Builds constructive and effective relationships
* Understands that different situations may call for different skills
* Knows personal strengths, weaknesses, opportunities, and limits
* Seeks feedback, and gains insights from mistakes

**Computer Skills**: MS Word, Excel, Outlook, PowerPoint

**Work Experience**:

1/07- Present **People's United Bank** Wethersfield, CT

**Senior Teller**

* Promoted to the position of Senior Customer Service Associate within one year of position
* Possess in-depth product and operations knowledge
* Ability to identify sales opportunities and refer customers to appropriate staff
* Proactive with weekly sales promotions requiring me to encourage and lead other staff members
* Creatively design and deliver sales driven email correspondence
* Accurately process monetary requests and operate cash drawer ranging $10,000-$30,000
* Efficiently operate within all bank polices

9/04-11/05 **American Eagle Federal Credit Union** East Hartford, CT

**Teller**

* Promote Monthly Products
* Achieve perfect mystery shop scores
* Deliver excellent customer service
* Operate a cash drawer ranging $10,000-$50,000

**Honors:**

**2010** “Most Valuable Part-Timer”

**2009** October- People’s United Bank certificate of excellence in service shops

**2009** July- People’s United Bank certificate of excellence in service shops

**2008** “Customer Experience Award Winner”

**2008** “Most Valuable Part-Timer”