Work Experience

**Bank Teller II 2012 to 2015**

**Regions Financial Bank, Oxford, MS**

**This position requires proficiency in all aspects of daily banking needs as well as in-depth knowledge of examining instruments for endorsements and verification purposes. It calls for exceptional customer service skills: handling all tasks promptly and in an efficient manner and resolving clients’ account issues with a positive and pleasant demeanor.**

* Teller functions include cashing checks, accepting deposits and loan payments and processing withdrawals.
* Management of the bank’s vault including; balancing, ordering money, processing shipments, verifying cash.
* Controlled the ATM; balancing, verifying cash/check deposits, loading money, fixing jams.

**Lead Customer Service Representative 2008 to 2011**

**Henderson Park Inn, Destin, FL**

**This position required a very positive attitude, excellent communication and sales skills, an insider’s knowledge of the seaside tourist destination and the ability to develop long-term rapport and client relationships to encourage loyalty and return visits among our guests.**

* Welcomed guests to this privately owned B&B resort.
* Assisted with reservations and information over the telephone and upon arrival.
* Increased hotel’s monthly revenue by selling upgrades to guests and encouraging patronage to our own Four Star restaurant facility.
* Maintained database of customer profiles, including contact information and personal preferences in order to enhance their experience with our resort.

**Customer Service Representative 2005 to 2007**

**JP Morgan CHASE, Troy, MI**

**This position required a positive attitude and patience in dealing over the telephone with a wide variety of customers. Incoming calls would range from new product inquiries to website navigation questions to frustrations over bank charges, all requiring flexibility and a professional response.**

* Provided client-banking services over the telephone to more than 40 customers a day. Services included balance inquiries, funds transfers, and transaction histories.
* Sold an average of five banking products daily, including credit cards, checking and savings accounts and reward debit cards.
* Assisted customers with Internet banking inquiries. Efficiently navigated clients through the website to complete their transactions.

Education

**OAKLAND UNIVERSITY Graduated 2005**

**Rochester, MI**

Bachelor of Arts and Sciences in Communications

Coursework included broadcasting, intercultural communication, public speaking and persuasion.

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*References available upon request*