Gwendolyn Odom[gwendolyn.x.odom@outlook.com](mailto:gwendolyn.x.odom@outlook.com)

972-922-9976

**CAREER OBJECTIVE**

Seeking a position that will allow me to use skills learned from working in a diverse telephone banking environment, which will allow me to show my willingness to serve customers by providing accurate and efficient information.

**SUMMARY**

Am confident, diverse and very adaptable to change, with the ability to multi-task in a fast-paced environment, always making the customer first priority by expressing empathy with a diligence to accurately and efficiently answer everyday inquiries, research and resolve inconsistencies and can work productively in a group or alone with minimal instruction.

**EXPERIENCE**

**JPMorgan Chase (JPMC), Arlington, Texas 76018**

***Telephone Banker Specialist II, Risk Operations, File Clerk May 2007 thru May 2019***

* Executed best practice for personal development ensuring knowledge of products and services were up to date per policies, procedures and regulations
* Provided customer online support
* Functioned as liaison between customer and other departments
* Helped team to bring overall adherence up by maintaining a 99% and above daily average
* Recognized for achieving a 99% and higher for production
* Collaborated with Merchant Services on a three-month project to reduce returned mail volume
* While on project monitored calls for quality assurance, created spread sheets for documentation; peer coached
* PC/data entry of new claims to be processed, and ensured quick turn-around time
* Printed, sorted and distributed claims via email or mail
* Processed represented claims to provide refunds to customer accounts expediently to avoid further penalties to the company
* Pulled and filed various loan documents; verified signatures and dates

**First American Title Company, Southlake, Texas 76092**

***Data Entry Clerk, June 2005 thru April 2006***

* Entered customer information into the system via excel to process checks for distribution
* Ensured that customer names and loan amounts were correct before submitted checks were printed
* Balanced printed checks for integrity against spreadsheet total by adding each check using a calculator before checks were mailed to customers

Gwendolyn Odom **(cont.)** [gwendolyn.x.odom@outlook.com](mailto:gwendolyn.x.odom@outlook.com)

972-922-9976

**PERSONABLE SKILLS**

Excellent Oral and Written

Customer Service Oriented

Multi-Tasked

Quality Driven

Qwerty Keyboard

Time Efficient

Developed Listening

Willingness to Learn

**OFFICE SKILLS**

Microsoft Word/Excel/PowerPoint/Access/Outlook

**EDUCATION**

Electronic Data Systems, Operations Development Program Certificate, Plano, Texas

Cedar Valley Community College, Associates in Liberal Arts, Lancaster, Texas

Control Data Institute, Programming and Operations Certificate, Dallas, Texas