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# professional objective

Continue bringing the organization enthusiasm, dedication, responsibility, and good work ethic, combined with a desire to utilize my skills obtained through experience. Seeking a professional position within a firm, focusing on quality and excellence where partnership, collaboration, and high performance is valued.

# Experience

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| *TELEPHONE BANKER IV- Escalation-* JP MORGAN CHASE APRIL 2007 – MAY 2019  * Knowledge of banking systems such as: RTA, CMS, ESERVE, IVAULT, WEB HOST, NICE, Financial Services Desktop and Microsoft products such as: Word, Excel and PowerPoint. * Took escalated calls related to customers complaints while researching, empathizing, prioritizing request and this included listening to recorded monitored. * Ability to follow complex methods and procedures in the performance of diverse routine and non-routine task. * Researched customers account activities and transactions while identifying discrepancies and fraud. * Quickly and effectively researched concerns with confidence for customers and peers. * Ability to adapt to change and effectively communicate change to coworkers. * Managed customers inquiries relating to deposits, financial transactions, opened and closed accounts while following the problem resolution guidelines. * Monitored daily productivity, and business within quality while exceeded the performance goal standards on a monthly basics. * Technical support included: Online Enrollment for new and existing customer, Bill Pay, Quick Pay, Mobile Deposit, Mobile Banking, Account Alerts Digital Payments, Chase Pay, Apple Pay, Samsung Pay, Visa Checkout, Wire Transfers, Internal and External Accounts.  *RELIF UNIT MANAGER-* JP MORGAN CHASE April 2010 – MAY 2010  * Followed coaching effectiveness to assure banker where successful and to exceed in performance. * Ability to follow complex methods and procedures in the performance of diverse routine and non-routine task. * Ability to adapt to change and effectively communicate change to my team and site. * Made sure that the goals and performance standards where met on a monthly basics. * Monitored daily productivity, business and quality review to achieve high results. * Introduced new procedures and coached on existing procedures, tracked and coached individual team members on their performance. * Required to abide by all applicable regulatory and department practices and procedures. * Knowledge of banking systems such as: RTA, CMS, ESERVE, IVAULT, WEB HOST, NICE, Financial Services Desktop and Microsoft products such as: Word, Excel and PowerPoint.  *CLAIMS AND DISPUTES-* JP MORGAN CHASE APRIL 2007 – July 2010  * Researched customers account activities and transactions on DEBIT CARDS, ATM, ACH, and CHECKS while identifying discrepancies and fraud with logical and good judgement to ensure the appropriate outcome * Disputed electronic fraudulent and merchant disputed such as: Chargebacks   Engaged in interactive dialogue with customers through active listening.   * Quickly and effectively researched concerns with confidence for customers and peers. * Ability to follow complex methods and procedures in the performance of diverse routine and non-routine task. * Quickly and effectively researched concerns with confidence for customers and peers. * Ability to adapt to change and effectively communicate change to coworkers. * Followed the Federal Regulated Guidelines for the denial process. |

# Education

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| Bachelors of science in healthcare administration, Capella University May 2019- current *Health Information Management*  Pursuing a career dealing within the business operations of medical facilities. This degree prepares me to manage finances, human resources, and daily operations of hospitals, clinics, nursing homes, and other related organizations. |
| medical office specialist, allied career center- dallas June 2006- Decemeber 2006 *Medical Office Specialist*  700 Hours in:  Managed Care Plans, Charge Entry, Medical Terminology, Appeals, Government Health Plans, ICD-9/CPT, Anatomy, Filing Secondary, Posting Payment, HCPCS Coding, Refunds, and Workers Compensation Claims. associates of applied science, Remington college- garland 2005- some completed *Business information Systems*  Pursued training in office support services such as secretarial support, receptionist, administration, payroll, data processing, record management, and various business office computer applications such as Microsoft Word, Outlook, Excel and PowerPoint. High School diploma, h. grady spruce high school- dallas 1999-2003 *Diploma* |

# Skills

Customer Focus

* Take ownership of each customer while empathizing and prioritizing customer needs
* Resolve conflicts and manage customer expectations
* Determine customer needs and provide appropriate solutions through relationship building

Communication Skills

* Effective verbal and written communication with both external and internal customers
* Document customer account activities thoroughly and concisely
* Engage in interactive dialogue with customers through active listening

Problem Solving Skills

* Approach problems logically and with good judgment to ensure the appropriate customer outcome
* Make appropriate decisions on behalf of the customer quickly and effectively
* Effectively prioritize work to ensure efficiency
* Conduct research as needed

Analytical Skills

* Critical thinker and ability to exercise independent judgment
* Accuracy and attention to detail
* Required to abide by all applicable regulatory and department practices and procedures

Computer Skills

* Familiarity with multiple browsers, multiple tabs, window navigation and instant messenger tools
* Fluency in Windows Operating Systems and Microsoft Office tools