

Janice Perry

Bank Teller

Fresno, CA - Email me on Indeed: [indeed.com/r/Janice-Perry/734bbaf4c4156c7c](https://www.indeed.com/r/Janice-Perry/734bbaf4c4156c7c)

Customer Service Professional with 5 years' experience in Cashiering and Client Relations. Excellent oral and written communication skills. Strong customer service and organizational skills. Superior problem solving skills, very proactive, works well independently or in a team environment. Very enthusiastic, driven, and highly motivated to work within a team environment providing the highest quality of customer service.

WORK EXPERIENCE

Bank Teller

Citibank -

May 2017 to November 2017

Special Education Program Asst Specialist Sales Associate May 2017 - Nov. 2017 Jan. 2015 - Apr. 2017 Nov. 2005 - Sept. 2010

EDUCATION

Associate of Science in Biology Studies

San Diego Miramar College

High School Diploma

Rajah Soliman Science & Technology High School - Manila

SKILLS

BRAND MARKETING (5 years), cash (Less than 1 year), CASHIER (6 years), Cashiering (Less than 1 year), Customer Service, Cashier Handling, Sales (5 years)

ADDITIONAL INFORMATION

KEY QUALIFICATIONS

- * Excellent communication skills * Sound & productive Leader
- * Bilingual: Fluent in English & Tagalog * Strong Work Ethics
- * Outstanding Customer service skills * Strong Administrative & Data entry Skills
- * Great organizational skills

DATA ENTRY SKILLS

- * Entered and retrieved customer special order information using automated information software.

ORGANIZATIONAL & COORDINATING SKILLS

Contributed with coordinating the fund-raising activities of thirty members of San Clemente High School parents group, successfully raising \$50,000 for student cheer activities. Developed a schedule to meet demands of a busy household, including carpools, cleaning, cooking, and general home management.

- * Coordinated the internal supportive services within the organization.
- * Established goals and deadlines for the working group.
- * Trained and supervised subordinate clerical staff members.
- * Excelled in solving problems independently while incorporating sound advice from peers and supervisors.
- * Analyzed internal processes; recommend and implemented procedural changes that improved turnover procedures within the department.
- * Prepared and reviewed reports, documents, and correspondence ensuring accuracy and efficiency.

CASHIER & SALES

Proven ability to answer customers' questions and provide information regarding the business procedures and policies in an exact and customer-friendly way. Routinely exceeded established sales goals of products and services. Provided customer service in assisting customers with courtesy and responsibility.

- * Consulted and sold products according to customer's individual needs.
- * Investigated and resolved a wide-array of customer complaints and inquires, ensuring highest level of customer satisfaction.
- * Demonstrated ability to assist customers with a wide array of consumer products to include, store rewards programs and industry credit cards.
- * Proven record of using the right process for cash, debit, and credit card methods of payment.
- * In-depth knowledge of handling returns and exchanges of goods.
- * Handled large crowds in a fast paced setting in a calm and dependable matter.
- * Cataloged customer information in the store database.
- * Displayed a consistent, energetic, dedicated attitude while taking on additional responsibilities.
- * Familiarized customers on current sales, promotions, policies regarding payment and exchanges, and security practices.

COMMUNICATION & PUBLIC SPEAKING SKILLS

Have learned the subtleties of persuading adults to contribute time and money to community projects. Have invested considerable time and effort in developing open communication between family members.

- * Communicated effectively with contacts at multiple levels of the organization and across various boundaries thereby improving customer service.

COMPUTER SKILLS

Proficient with MS Word, Excel, and PowerPoint