

Jessica Ciak

Email: JesCiak@gmail.com Phone: (404) 951-9318 Address: 400 E South Water St. Chicago, IL 60601

OBJECTIVE

Team player with excellent communication skills and the ability to engage with people at all levels. Proactive, self-motivated, enthusiastic and committed to personal excellence. A dependable and reliable self-starter with a positive work ethic. Experienced in putting the customer at the heart of everything and striving to provide world-class customer service. Works well in a fast-paced, deadline-oriented environment. Seeking a position that will utilize financial knowledge and organizational skills, along with interpersonal and communication skills that will productively contribute to a team.

PROFESSIONAL EXPERIENCE

Merrill Lynch | April 2014 – Present

Chicago, Illinois

Client Associate

- Support Financial Advisors in carrying out the company's vision for building their business
- Work closely with clients to solve financial problems and create immediate or long-term solutions
- Guide clients in the gathering of information such as bank account records, income tax returns, life and disability insurance records, pension plan information, and wills.
- Multi-task incoming clients calls while conducting client related work tasks
- Follow strict compliance procedures when carrying out daily tasks

Responsible Service and Growth Award recipient in 2017, 2018, and on target for 2019

Eye Society/Midwest Eye Clinic | August 2013 – March 2014

Chicago, Illinois

Optician/Tech

- Responsible interviewing patients and identifying their particular needs
- Maintained and documented medical records of patients in Cyclops EMR
- Dealt with insurance verification and authorizations, claim submissions, and patient billing.
- Fitting patients into proper lenses and frames, advising in proper frame fit and style for the patient
- Constant patient interaction with a positive and professional attitude

Gold Leaf | July 2012 – July 2013

London, England

Marketing and Project Manager

- Oversaw marketing campaign projects for Europe and United States.
- Built, managed, and maintained all social media, website, and e-commerce shop.
- Products featured in multiple blogs and published in French Magazine "Public" and British Magazine "Chartwell"

Atlanta Medical Institute | January 2012 – August 2012

Chicago, Illinois

Office Coordinator

- Customer-facing role managing new and existing incoming patients
- Responsible for lead database analysis and sales cycle initiative using web-based CRM, Salesforce.com
- Accurately executed customer invoicing and weekly financial balance sheets for internal records and administration
- Coordinated daily office tasks, including medical appointment scheduling, finance administration and newsletters
- Maintained medical and office supplies by successfully controlling stock inventory and processing new orders from consultants

Opera Atlanta | July 2007 – Oct 2011

Atlanta, Georgia

Sales and Marketing Coordinator

- Dealt with high volume ticketing, cash and credit transactions of over \$5,000 daily
- Tracked and maintained inventory lists, creating finance reports for management
- Responsible for organizing large scale private and corporate events, always listening to customer's requirements
- Led marketing strategy: online promotion and increasing private event desirability

EDUCATION

Kennesaw State University | December 2009

B.B.A. Finance

Proficiency in: Microsoft Office Suite, Salesforce

REFERENCES

Laura Jacewicz, Former Client Associate – Merrill Lynch 219.688.1988

Kristy Gonzalez, Client Relationship Manager – Merrill Lynch 312.499.4666

Dr.Tanvi Mago, Optometrist – Eye Society 312.640-2405