**Jessica Ciak**

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

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| 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

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| **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