

I've been working as a Financial Hardship Specialist at Commonwealth Bank since September 2019, having taken the opportunity to upskill and move to an area that could further progress my knowledge both within the financial sector & CBA, after originally being hired within Early Customer Engagement. Prior to this I had taken a year off to study Interior Design in 2018, worked as a Student Advisor for a small Education Consulting business prior and as a Consumer Sales Banker for NAB.

I enjoy working in a team and helping others, whether it be assisting colleagues to reach a common goal or to help fulfill a customer's needs. Having worked in several variations of customer service, I've found I'm not only passionate about people orientated professions but I'm also very personable, incredibly eager to learn and an excellent listener. By nature, I am detail orientated & ultimately want to learn the ins & outs of a process to reduce error & help better the understanding of those I am interacting with or impacting through the day to day requirements of my role. I am a competent typist, well written & spoken and am comfortable using any computer system.

I've sold an array of products and worked within a variety of service roles; I am adaptable, I believe in quality and want to contribute towards an experience that expresses the identity of the brand or company I work for. I'm excited for a challenge and would love the opportunity to progress within an environment that employs those who are passionate about their addition to a collective focus, whether it be in an office or working from home.

EMPLOYMENT HISTORY

Commonwealth Bank *Melbourne, VIC, Australia*

Financial Assistance Specialist 2019 - Present

- Assess and educate all customer's requests for assistance when experiencing financial difficulty.
- Adequately probe, identify and discuss the most appropriate solution based on individual circumstance with the intention to alleviate their current financial strain & ultimately provide time for the customer's financial trigger to resolve.
- Remain up to date on procedures, take initiative to question concerns and identify knowledge gaps to manage my own risk potential.
- Act as a floorwalker, answering any peer's questions to provide assurance or act as a second opinion to resolve the query.

Early Customer Engagement Specialist 2019

- Assist customers with their overdue, overdrawn or pre-delinquent accounts.
- Educate customers on the potential risks of their account's status & conduct with an aim to improve their financial wellbeing.
- Identify customer's potential need for Financial Hardship based on conversation prompts and reassure and transfer for assessment.

E-Bridge *Melbourne, VIC, Australia*

Student Advisor 2017

- Make outbound calls, enrolling referred students into current courses available with a range of RTOs- ensuring all students meet funding requirements and are advised appropriately before commencement of qualification.
- Help manage student correspondence up until commencement- updating relevant changes to course, following up callbacks and students with evidence required.
- Perform business surveys for other areas of the business strategy.

NAB *Melbourne, VIC, Australia*

Inbound Consumer Sales Banker 2016- 2017

- Take calls aiming to open relevant lending products and accounts for customers whilst acting within credit guidelines.
- Manage my open lending applications with aim to draw down lending in swift time frames.
- Provide excellent customer service for all enquiries made whilst meeting sales targets.

Kimberly McKenna

Phone: +61 44 787 1234
Email: kimberlymckenna@gmail.com
Location: Melbourne

WORLD Auckland, NZ

Assistant Manager Britomart 2014- 2016

- Sell WORLD Clothing (Women's & Men's) and other brand's items such as accessories, niche Fragrance, Skincare, Cire Trudon, Fornasetti, Antiques & Taxidermy.
- Maintain customer relationships: keep in regular contact with existing clients (email & phone), nurture new customer loyalties and build strong brand focused relationships.
- Assist with the day-to-day management of the store alongside my manager whilst taking the lead in their absence.

WORLD was a sink or swim environment, we were given the necessary tools to develop both ourselves and help grow the company. Never before was it so crucial to my success, to learn the products I was selling in such scrupulous detail and seamlessly adapt to any customer's needs.

At WORLD we were stylists and advisors, we were hired for our creative ability, our drive, and our ability to sell. I not only sold fashion, I sold high ticket items- taxidermy of the highest quality, European Antiques ranging from trinkets to furniture, and the largest range of niche fragrance available in NZ. In order to do this with ease we had to know our products and our clients, we could not simply rely on walk-ins to drum up sales, administration of repeat clients was crucial to our success.

Flo & Frankie Auckland, NZ

Senior Sales Staff Member 2013- 2014

Kookai Auckland, NZ

Part- Time Sales Assistant 2013

Cynotech | Budget Loans Auckland, NZ

Office Junior 2013

Superdrug Cheltenham, UK

Pharmacy Assistant 2010- 2012

EDUCATION

Mercer School of Interior Design

Certificate IV in Interior Decoration and Decoration 2018

REFERENCES

Referees available upon request.