Justine Andreana

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**Education:**

8/10-12/15 College of Staten Island, The City University of New York

Bachelor of Science– Sociology

**Related Experience:**

07/13 – Present **Administrative Assistant/Accounts Receivable Representative**

**Spruce Industries Rahway, N.J.**

* Answers and directs heavy incoming calls/e-mails.
* Provides excellent customer service by entering customer orders quick and

efficiently; solving customer issues and answering customer’s questions

and concerns, while also providing competitive quotations.

* Invoices daily truck deliveries and oversees the routes of five drivers.
* Makes daily collection calls on past due invoices to collect customer payments.

07/11 – 07/13 **Bank Teller** **-Northfield Bank Staten Island, N.Y.**

* Processed cash withdrawals and deposits while adhering to Northfield's

security and audit procedures.

* Researched and resolved customer issues on personal and business savings

and checking accounts and lines of credit.

* Processed sales referrals and promoted bank services and products.

01/11 – 07/11 **Customer Service Representative - Jenny Craig S.I., N.Y.**

* Oversaw front desk and maintained stock room.
* Completed daily and weekly inventory of products.
* Scheduled client appointments and worked closely with clients to produce

positive customer satisfaction.

* Created repeat business by developing long-term relationships with clients.

04/10 – 10/10 **Assistant Manager - FedEx Staten Island, NY**

* In charge of opening and closing the store on a daily basis.
* Led a team of four staff members.
* Met targeted sales goals and shared product knowledge with customers

while making personal recommendations.

* Supplied daily, weekly, and monthly audit, inventory, and data reports.

**Skills:**

* Proficient in Microsoft Word, Excel, Access and PowerPoint.
* Extensive knowledge of banking and business ethics.

**Awards:**

* 2013 Trustee Award - Received award for hosting Thanksgiving and Christmas dinners for the displaced victims of Hurricane Sandy.
* 2012 Sunshine Award - Received award at the annual bank dinner for displaying outstanding customer service.
* 2011-2012 Volunteer Award - Volunteered at the T2T Stephen Siller foundation.