

# MAJA MILESIC

Salt Lake City, Utah 84116 • 801-949-8647

[majamilesic@yahoo.com](mailto:majamilesic@yahoo.com) • [linkedin.com/in/maja-milesic-47595586](https://www.linkedin.com/in/maja-milesic-47595586)

Dynamic professional with excellent account management skills and experience. Driving to integrate extensive professional development and experience by increasing exposure to new challenges and opportunities.

## **2017 – PRESENT**

### **OUTSOURCED PROGRAM ADMINISTRATOR, american express**

Dedicated customer program administrator for major corporate clients. Accurate completion of corporate card program related reporting, projects and tasks while building and maintaining meaningful, trusted relationships for high volume, high profile clients and other significant business units. Assisting in program expansions, implementations, divestitures, optimized reporting, account delinquencies, account maintenance and other key initiatives concerning large market corporate card clients. Collaborating with clients to build reporting and processes around business challenges with expenses, fraudulent transactions, and client deliverables. Trusted advisor to management, account development teams, clients, cross-functional teams, and co-workers.

## **2012 – 2017**

### **CUSTOMER CARE PROFESSIONAL, american express**

Customer Care Professional for High Valued Card Member Servicing CCP. Working with High Valued Corporate Cardmembers to take care of their needs in managing their corporate card accounts. Clear and detailed communication to Cardmembers. Detailed documentation on accounts for historical Cardmember account interactions. Providing professional, courteous, and appropriate account servicing to Cardmembers. Working with co-workers to help resolve their challenges and requests.

## **2007 – 2011**

### **NEW HIRE TRAINING SPECIALIST, discover financial services**

Designed and conducted training and development programs and curriculums to improve individual and organizational performance within the Company. Assessed training needs through supplying surveys. Conducted interviews with employees through focus groups and consultation with managers, instructors and customer service representatives. Created and organized all training procedure manuals, guides and course materials.

**JUNE 2000**

**DIPLOMA, highland high school**

- Analytical
- Account reconciliation specialist
- Customer Service
- Communication
- Cross functional collaboration
- Dedicated
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- Detail oriented
- Concur knowledge
- Problem Solving
- Well-organized
- Microsoft Office Suite Proficient
- (Excel, PowerPoint, Word)
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- Current Parent School Counsel President
- Passionate Volunteer for Primary Children's Hospital and Homeless Men's Shelter
- Make A Wish Foundation Wish Granter Volunteer
- Long Distance Cycling