

Roland J. Braxton

118 Burgard Place

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OBJECTIVE:

Continue to grow with an organization in which I continue to utilize my work experience and advance my current skill in the area of customer service.

CAPABILITIES PROFILE:

Maintain a comprehensive understanding of bank products, systems, services and business operations.

Capable of meeting sales targets and performance goals, proactively expand cross-sell opportunities, improve customer retention and seek prospect of new business during routine customer calls. Independent or team worker,

Creative...artistic...skilled & knowledgeable... quick thinker...

flexible...outgoing...self- starter with can do attitude

Ambitious...hardworking...self-motivated...fast and accurate...team

spirited...people oriented

EXPERIENCE & PROFESSIONAL DEVELOPMENT:

FISERV- Sept 3 2013 - Present

Customer Service,

Responsible for ensuring that customer enquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required. Doing this by using judgement and taking decisions within established procedures for each enquiry

HSBC BANK USA, N.A. Buffalo, N.Y.

Oct 13, 2010 –Feb3.2012

Customer Service Specialist

Responsibilities:

- Greet each customer over the phone with courtesy and meet or exceed the customers' expectations
- Probe the customer about their current banking needs and inform them about HSBC banking products & services
- Utilize the call flow and seek opportunity to enhance the customer's banking relationship with sales and services
- Continue to take advantage of and embrace all training skill sets to include CRC Foundations, Select Credit, Installment Loan, Internet Banking and Soft Skill for continue growth and advancement
- Lead others by demonstrating a personal professional image and attitude with a

smile WINDSTREAM Communications March 2008-June2009

Responding promptly to customer enquiries in person or via telephone, letter, and e-mail
– always in a professional & efficient manner.
Using the in-house system to record necessary information and instigate actions as required

Dealing efficiently with questions and queries from customers.
Keeping up to date with all the company's products, services and procedures
Allstate Insurance Company Sept,
1999-Nov 2007
Insurance Professional

Responsibilities:

- Provide exceptional sales experience to meet sales targets and performance goals
- Resolve complex questions and issues; quote and bind auto and property policies
- Maintain a comprehensive understanding of specific company products.
- Proactively expand cross sell opportunities increasing household penetration and improve customer retention.

SAIA Motor Freight
Customer Service Representative

Responsibilities:

- Inbound and outbound routing and appointments
- Resolve problems with freight and answer general customer questions
- Scheduling pickup and delivery of freight.

EDUCATION:

Buffalo State College – Buffalo, New York 1987-1990
History Degree
South Park High School – South Buffalo, N.Y. 1983-1987
Regents Diploma

SKILLS:

Spanish Relations and Time Management Training, Residential Licenses in Auto, Property & Casualty Insurance in North Carolina, Non-resident Licenses in Auto and Property & Casualty for 16 additional states, and Computer literate with excellent verbal and written communication skills

Dealing efficiently with questions and queries from customers.

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