

Selena Stroble

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#readytowork

Authorized to work in the US for any employer

Work Experience

Member Experience Representative

Sharonview Federal Credit Union - Charlotte, NC

November 2019 to April 2020

Responsibilities include in person interaction assisting members with account inquires, questions, and/or concerns, opening new member accounts, working with multiple processing systems, processing membership data, handling the intake and dispersing of cash, having consultative conversations with members about products and how they could benefit from them, handling of mortgage questions regarding Escrows, implementation of financial institution regulations, Carmel branch representative for community outreach, assisting the human resources department with recruiting new talent, job trainer.

Member Experience Specialist

Sharonview Federal Credit Union - Fort Mill, SC

October 2018 to November 2019

Responsibilities include opening new membership accounts, assisting members with questions/concerns pertaining to their accounts, mastering multiple support systems, understanding delinquencies, processing all consumer loan applications, and performing member account transactions using multiple internal technology systems, office assistant Senior trainer.

Intern/Freelance Writer/Administrative Assistant

The Lancaster News - Lancaster, SC

June 2017 to May 2018

Responsibilities include research and verification of businesses and utility information and identification of political districts and voting procedures for the County Discover magazine, and participated in brainstorming sessions and planning meetings for the Today's Woman magazine.

Senior Hostess/Cashier/Shift Leader/Acting Manager

Showmars Restaurant, Charlotte Highway - Fort Mill, SC

January 2012 to January 2018

Responsibilities include training lead for new hires, and senior server and cashier.

Intern/Administrative Assistant

CN2 News - Rock Hill, SC

August 2017 to October 2017

Responsibilities include aiding reporters in shooting/editing videos for segments for shows, conducting interviews, supporting tasks for the leadership team.

Call Center Representative

Information and Technology Services - Rock Hill, SC
September 2016 to May 2017

Primary responsibilities focused on assisting students, professors, and alumni resolve account and network issues.

HONORS/SCHOLARSHIPS/TITLES

- Hope scholarship
- Life scholarship
- Winthrop University Transfer Student Scholarship
- Friendship Missionary Baptist Church Scholars Scholarship
- Winthrop University Honors College
- National Honors Society
- Gamma Beta Phi Honors Society
- Dean's List, Winthrop University
- Dean's List, University of South Carolina Lancaster
- Dean's List University of South Carolina Upstate

Intern/Administrative Assistant

Learn Television, Lancaster High School - Lancaster, SC
January 2015 to May 2016

Served as a Lancaster County School District sports commentator for high school basketball and volleyball games county-wide, supported tasks and duties for the department lead.

Indian Land High School

Homecoming Queen of Indian Land High School
2014 to 2014

Indian Land High School

Homecoming Queen of Indian Land High School
2013 to 2014

Member

National Association of Black Journalist
2012 to 2013

- Vice President of the Arts and Humanities Club#
- Vice President of Winthrop Universities Association of Black Journalist
- President of The Tribe Community Service Club
- Captain, Indian Land High School Girls Varsity Basketball Team 2012-2013

Indian Land High School

Miss Sophomore of Indian Land High School
2012 to 2012

Captain

Indian Land High School Girls Varsity Basketball Team
2011 to 2012

Infants and Toddlers Kids Volunteer, Transformation Church, Indian

Miss Freshman of Indian Land High School - Land, South Carolina, US

2011 to 2011

- Volunteer at family shelter of Rock Hill, SC
- Media strategist for Indian Land Christmas club organization
- Member, Arts and Humanity Club, Winthrop University
- Member, Winthrop University chapter of NAACP
- Member, Collegiate Curls Community Service Club

Education

Bachelor of Arts in Mass Communications

Winthrop University Honors College - Rock Hill, SC

May 2018

Skills

- Video and photo editing
- Skilled in Adobe Premiere, Edius editing software
- Skillful in creating and making visual and verbal presentations
- Written and oral communication, to include presenting
- Various news stories for classroom exercises
- Good customer relations
- Conflict resolution
- Skilled in Epyxis
- Symitar data processing system
- Skilled with Digital Insight internet banking system
- Skilled in Co-Op Debit and Credit Card systems
- Skilled in Synapsis data processing system

Assessments

Dental Receptionist Skills — Proficient

May 2020

Managing practitioner schedules and maintaining accurate patient records.

Full results: https://share.indeedassessments.com/share_to_profile/0ed7c1096344771618d01f40e03ef7b0eed53dc074545cb7

Attention to Detail — Proficient

May 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: https://share.indeedassessments.com/share_to_profile/52405bda9474d025f30689c1b5b30685

Administrative Support — Proficient

May 2020

Using basic scheduling and organizational skills in an office setting.

Full results: https://share.indeedassessments.com/share_to_profile/5b62a28095f9254af8cfdcfce5c5ab8eed53dc074545cb7

Typing — Highly Proficient

May 2020

Transcribing text using a standard keyboard.

Full results: https://share.indeedassessments.com/share_to_profile/02b2fdafd8ea88f2fb3765388a5c3c13eed53dc074545cb7

Social Media — Completed

May 2020

Creating content, communicating online, and building a brand's reputation.

Full results: https://share.indeedassessments.com/share_to_profile/82961ac6f437494ec1095ecf1115ad0beed53dc074545cb7

Call Center Customer Service — Proficient

May 2020

Applying customer service skills in a call center setting.

Full results: <https://share.indeedassessments.com/attempts/f941b281a70178d812cca755ec533a07eed53dc074545cb7>

Recruiting — Familiar

May 2020

Managing the candidate sourcing and selection process.

Full results: https://share.indeedassessments.com/share_to_profile/f39ca2c49dcd4bf1dc6fcd0c9f94742eed53dc074545cb7

Work Style: Reliability — Completed

April 2020

Tendency to be dependable and come to work.

Full results: <https://share.indeedassessments.com/attempts/ec12318402f61c61fdc2d484d153358eed53dc074545cb7>

Scheduling — Proficient

April 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: https://share.indeedassessments.com/share_to_profile/bd5fd9369782e207358e72160a42966beed53dc074545cb7

Marketing — Completed

May 2020

Understanding a target audience and how to best communicate with them.

Full results: <https://share.indeedassessments.com/attempts/9fd5bb967a27c5e27ca86bb50ee2c54ceed53dc074545cb7>

Customer Focus & Orientation — Highly Proficient

May 2020

Responding to customer situations with sensitivity.

Full results: <https://share.indeedassessments.com/attempts/7a8e9dd0abc4dd0e01d9f9b8b3ebc82eed53dc074545cb7>

Customer Service — Proficient

May 2020

Identifying and resolving common customer issues.

Full results: <https://share.indeedassessments.com/attempts/95ac150271cb0d77ede6ec2c67ce6da3eed53dc074545cb7>

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