STEPHANIE FRIDDLE

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SKILLS SUMMARY

Programming/Scripting Languages: HTML, CSS, JavaScript, C#/.Net, SQL
Operating Systems: Windows

EDUCATION

Sullivan University   **Degree anticipated September 2021**
Associate of Science in Computer Information Technology
Coursework includes: Programming, Database Design, Hardware and Network Fundamentals, Cybersecurity

Minot State University   **2011**
Bachelor of Science in International Business
Coursework included: International Business, Economics, Marketing, Accounting/Finance, Management, Communication, Management Information Systems

WORK EXPERIENCE

Banking Center Manager   **Limestone Bank**
November 2019 – February 2020
- Learned new software to help teach staff and customers 60% quicker than the average timeframe
- Saved company over $75,000 by noticing an oversight during the transitioning of accounts
- Created and developed processes and reports from scratch to organize and keep track of relevant data

Sales and Service Manager   **Republic Bank and Trust**
January 2019 – November 2019
- Led team through the transition of another company buying the banking center and successfully kept on the full staff with the new company
- Increased average annual credit card sales by 55%
- Implemented new organization and security policies to keep banking center up to date for audits and safety

Personal Banker – Small Business Specialist
Lead Teller Operations Specialist   **Chase**
May 2012 – January 2019
- Helped customers download and understand the mobile app and use the new technology and machines introduced into the branch
- Researched and resolve customers' issues by understanding the situation and fixing it myself, explaining policies, or contacting the correct department for resolution
- Developed and implemented new processes for the ever-changing policies and procedures to organize the branch and keep up to audit standards
- Featured in Customer Connection for recognizing an issue and reporting it right away, resulting in a large impacting defect to be caught, and resolved, before affecting additional customers and employees

Mobile Lead (Assistant Manager)   **Best Buy Mobile**
June 2011 – October 2014
- Educated customers in understanding and using the latest mobile technologies
- Troubleshooted to resolve hardware and/or software issues for customers whose equipment was not working up to expectations
- Streamlined processes to increase productivity and keep information consistent including the trade in process, the loaner phone process, and daily store opening paperwork