JASMINE LOGGINS

4832 William St. \* Lancaster, NY 14086 \* 716-512-2276 \* Jasmine.Loggins22@gmail.com

**Excellent Communication Skills \* Strong Computer Skills \* Professional Interpersonal Skills**

Aspiring up and coming professional with more than six years of customer service experience, four years leadership training, and one year banking industry experience. Highly motivated, with strengths in reporting and analytics, multi-tasking, customer service, professional writing, Microsoft Office.

**Signature Strengths**

**Data Entry | Reporting | Cognos | Budget Reporting | Customer Service | Email | Multi-tasking | Phone Etiquette | Leading | Teaching | Teamwork | Interpersonal Communication | Punctuality | Professionalism |Presentations |**

# Experience

**M&T Bank \**Legal Document Analyst II* \* 03/2016 to Present**

* Review legal papers to understand and determine scope of documents requested and coordinate/negotiate with serving attorney or agency to clearly define scope and due date.
* Perform substantial research and inquiries on several M&T Bank systems that possess customer information to identify where relevant and responsive information is held within the bank to answer the legal document.
* Worked closely with management to create monthly reports to distribute to outside departments and upper management to display department’s progress and need for improvement.
* Created and updated department training plans, policies and procedures.
* Lead for the Legal Document Processing Spirit Committee (Jan 2017-Present)

**Fisher Price \* *Key Account Coordinator* \* 11/2014 to 03/2016**

* Processed account purchase orders from receipt to shipment to ensure accurate, timely and economical shipments. Worked closely with Distribution Centers, Sales Managers, and customers to ensure this happened.
* Reported accurate item order and shipment information to customers, Salesforce and management for use in planning, scheduling and forecasting.
* Maximized order-fill rates for Department Store and Dollar Store accounts and increased OTIF (on time in full) for all customers by working closely with sales representatives, allocation specialist and Distribution Centers.

**Fisher Price \* *Administration Coordinator* \* 10/2013 to 11/2014**

* Communicated status of the department to management and various teams in the organization to assist in executing business needs.
* Assisted with Budget development, implementation and prepared revenue calculations and forecasting on a monthly basis.
* Balanced the budget quarterly to ensure all charges to the budget were accurate and cross charges were done on time, worked closely with finance when any issues arose
* Updated and maintained monthly reports for the department and administered them to the correct people within the organization each month.
* Provided administrative support to Director and contact center staff; acted as department liaison for outside departments.

## Fisher Price \**Consumer Relations Associate*\* 08/2009 to 10/2013

* Assisted consumers with their Fisher-Price and Mattel products via phone, live chat, email, and Social Media.
* Accurately recorded consumer information, product information, and the reason why they contacted Fisher Price.
* Maintained up to date product knowledge to effectively resolve consumer issues to obtain a first call resolution 100% of the time.

**Education**

**Houghton College \* *Bachelor of Science in Business Management* \* Class of 2014**