

HENRY WALKER

Branch Service Representative

PROFESSIONAL SUMMARY

Accomplished Branch Service Representative with 7 years of experience in optimizing customer service and enhancing operational workflows. Demonstrated expertise in managing financial transactions, resolving client issues, and establishing strong relationships. Eager to leverage my skills to drive team success and deliver exceptional client experiences.

WORK EXPERIENCE

Branch Service Representative

Mar / 2021-Ongoing

WidgetWorks Inc.

■ Denver, CO

- 1. Delivered comprehensive member services while upholding the values of integrity, teamwork, and professionalism.
- 2. Maintained strict confidentiality and professionalism while managing sensitive customer information.
- 3. Ensured high-quality service delivery, securing member information effectively.
- 4. Addressed account discrepancies and performed cash handling duties accurately.
- 5. Utilized advanced conflict resolution skills to manage and deescalate challenging situations.
- 6. Enhanced customer satisfaction through effective communication and extensive knowledge of banking products.
- 7. Consistently recognized for accuracy and the ability to prioritize multiple tasks efficiently.

Branch Service Representative

mar / 2018-Mar / 2021

Summit Peak Industries

耳 Denver, CO

- 1. Opened and closed customer accounts in compliance with bank policies.
- 2. Managed cash handling operations to ensure accurate drawer and vault balances.
- 3. Provided exceptional customer service, assisting with loan referrals and account updates.
- 4. Audited documents for accuracy and compliance with banking regulations.
- 5. Facilitated timely service for in-branch transactions, enhancing client satisfaction.
- 6. Conducted outreach for past-due accounts to improve collection efforts.

EDUCATION

Bachelor of Science in Business Administration

Mar / 2015

State University

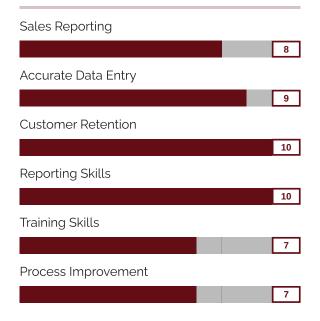
耳 Denver, CO

Mar /

2018

Focused on financial management and customer service strategies.

SKILLS



INTERESTS



STRENGTHS



LANGUAGES



ACHIEVEMENTS

- hcreased customer satisfaction ratings by 20% through exceptional service delivery.
- Successfully resolved over 95% of customer inquiries on first contact.
 - Trained and mentored new staff on best practices in customer service and branch operations.