



HENRY WALKER

Branch Service Representative

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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 de-escalate 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

📍 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 - Mar / 2018

State University

📍 Denver, CO

Focused on financial management and customer service strategies.

SKILLS

Sales Reporting



8

Accurate Data Entry



9

Customer Retention



10

Reporting Skills



10

Training Skills



7

Process Improvement



7

INTERESTS

🎮 Gaming

👜 Fashion

🎬 Film

💻 Technology

STRENGTHS

⚖️ Fairness

↔️ Flexibility

➔ Forward-thinking

❤️ Gratitude

LANGUAGES



English



Russian



Swahili

ACHIEVEMENTS

- ★ Increased 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.