



# EVELYN WHITE

Assistant Branch Service Specialist

✉ support@qwikresume.com

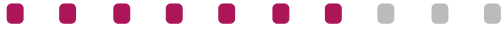
☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

## SKILLS

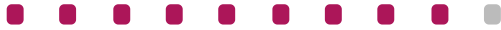
Microsoft Office Suite



Customer Service Skills



Cash Handling Expertise



Problem Solving Skills



Resource Management



Lead Generation



## INTERESTS

📖 Birdwatching 🏠 Traveling

🏋️ Sports Coaching 🍷 Knitting

## STRENGTHS

🔧 Pragmatism

🍃 Sensitivity

💖 Sincerity

⚓ Stability

## LANGUAGES



English



Russian



French

## ACHIEVEMENTS

🌟 Boosted customer satisfaction scores by 20% through effective issue resolution.

🌟 Streamlined transaction processing, reducing wait times by 30%.

## PROFESSIONAL SUMMARY

Results-oriented Assistant Branch Service Specialist with 5 years of experience in enhancing customer experiences and driving operational efficiency. Proven ability to analyze and resolve client issues promptly while ensuring compliance with banking regulations. I am dedicated to fostering strong relationships and contributing to the overall success of the branch.

## WORK EXPERIENCE

### Assistant Branch Service Specialist

📅 Mar / 2021-Ongoing

Maple Leaf Consulting

📍 Toronto, ON

1. Managed customer inquiries and strengthened client relationships by analyzing accounts and recommending appropriate banking products.
2. Effectively resolved complex issues with urgency, enhancing overall customer satisfaction.
3. Collaborated with diverse teams to provide exceptional service tailored to client needs.
4. Communicated effectively, both verbally and in writing, to ensure clarity and understanding.
5. Investigated deposit discrepancies to rectify processing errors and maintain accuracy.
6. Utilized a consultative approach to identify and meet member needs through targeted questioning.
7. Maintained up-to-date knowledge of banking products to provide relevant solutions to clients.

### Branch Service Specialist

📅 Mar / 2020-Mar / 2021

Silver Lake Enterprises

📍 Seattle, WA

1. Oversaw branch keys management, ensuring security protocols were followed.
2. Processed transactions accurately in accordance with established policies, meeting customer needs efficiently.
3. Conducted account maintenance while promoting beneficial products to enhance customer engagement.
4. Completed operational tasks to support seamless branch functionality.
5. Addressed customer requests promptly, ensuring a high level of service.
6. Managed cash box and vault money in compliance with financial regulations.

## EDUCATION

### Bachelor of Science in Business Administration

📅 Mar / 2019 - Mar / 2020

University of State

📍 Portland, OR

Focused on finance and customer service management.