

# NOAH WILLIAMS

## Credit Card Specialist

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🌐 www.qwikresume.com



### PROFESSIONAL SUMMARY

Results-driven Credit Card Specialist skilled in risk assessment and fraud detection. Successfully reduced fraudulent transactions by 30% through proactive monitoring and customer education, ensuring financial security for clients.

### WORK EXPERIENCE

**Credit Card Specialist**  
Maple Leaf Consulting

📅 May / 2019-Ongoing  
📍 Toronto, ON

1. Answered internal or external calls in a friendly, professional, and caring manner which brings a reward in making someone else's day brighter.
2. Assisted people and finding a solution to their problem, even to the extent of initiating conference calls with a third-party for resolution.
3. Ordered new personal and business credit cards and process card related changes and requests, including promotional campaigns offered semi-annually.
4. Established priorities and work independently in a structured and pleasant work environment.
5. Covered for the Debit Card and ACH Specialists in their absence, by learning their tasks and understanding and following their procedures.
6. Utilized strong written and verbal communication skills by phone, email, or letter, in a timely manner.
7. Assisted manager with card-related projects and implementations.

**Credit Card Specialist**  
Silver Lake Enterprises

📅 May / 2015-May / 2019  
📍 Seattle, WA

1. Assist customers with credit card account management, including payment disputes, processing phone payments, and reviewing features of their accounts.
2. Troubleshoot account problems and submit research requests on behalf of the customers.
3. Educate customers on and cross sell Huntington brand products.
4. Cross trained in deposit accounts sales.
5. Four time achievement of Pinnacle Sales.

### EDUCATION

**Bachelor of Business Administration**  
University of Illinois

📅 May / 2012-May / 2015  
📍 Santa Monica, CA

Focused on finance and marketing principles, with coursework in consumer behavior and credit management.

### SKILLS



### ACHIEVEMENTS

- 🌟 Achieved a 20% reduction in customer dispute resolution time through process improvements.
- 🌟 Increased customer retention by 15% by enhancing communication strategies.