

Robert Smith

Deposit Operations Representative

PERSONAL STATEMENT

Qualified Deposit Operations Representative professional with more than 16 years of experience in customer service. Strong written and oral communication skills and extensive knowledge and skills managing IRA portfolio and banking products and able to adapt to any other type of product. Ability Summary Fully bilingual, English, Spanish. Proven record of outstanding customer satisfaction. Ability to plan, organize and prioritized work. Microsoft Office knowledge (Word, Power Point, Excel, Publisher and Outlook).

WORK EXPERIENCE

Deposit Operations Representative

ABC Corporation - July 2001 - April 2016

Responsibilities:

- Communicated and ensured that IRS and bank policies, procedures, and regulations relative to processing retirement accounts are administrated within proper compliance.
- Trained and supported branch personal and maintenance all retirement accounts interest adjustments and data entries for all regions.
- Reviewed and identified any irregularities on new accounts and provide feedback to branch administration officers and regional managers to reduce errors.
- Supported marketing campaign and product launches and keep track of regional approvals.
- Supported, created and maintained logs of missing documentation and incorrect coding to be use for identifying training needs at branch level.
- Prepared transactions for retirement account transfers, distributions and contributions by applying knowledge and understanding of procedures and techniques while verifying the reports such as 5498, 1099R and escheat notices in other to minimize bank errors reported to the IRS.
- Revised the retirement accounts of the acquisitions for California former Quaker City Bank, Investors New Jersey and South Florida former Kislak Bank to ensure compliance.

Deposit Operations Representative

Delta Corporation - 2000 - 2001

Responsibilities:

- My job as a deposit operations representative includes figuring out why transactions did not post to customer accounts correctly, sending and .
- Retail, Commercial and Internal Corporate customer service professional Process ATM and Debit card requests, maintenance and disputes Supply required .
- Performed maintenance activities on customer accounts, such as account verifications, name/address changes Ensured that accounts were set up in .
- Review Stop Suspect Report Review Bounce Letter Report Review account maintenance Insert and apply postage to bank statements and

CONTACT DETAILS

1737 Marshville Road,
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www.qwikresume.com

SKILLS

MS office, Planning
Skills.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company
Name)
Reference - 2 (Company
Name)

- other outgoing bank .
- Executed bank regulated policies and procedures and federal government regulations regarding electronic transactions support services including ACH, .
- Assisted with demand deposit support services including support to branch personnel of checking account operations and services.
- Key Accomplishments Processed transactions that were improperly posted to client accounts and made certain that such accounts were handled in a .

Education

MS