

ROBERT SMITH

Electronic Banking Specialist

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Worked in the recycling industry since 2001. Started as a customer service representative, answered phones, arranged local and overseas pick-ups and deliveries, maintained inventory and accounts receivable. As a sales manager acquired new business and maintained existing accounts.

EXPERIENCE

Electronic Banking Specialist

First Community Bank - FEBRUARY 2015 - JULY 2017

- Compiled ACH Risk Policy and ACH Credit Policy presented to Board of Directors for approval.
- Created a form to calculate ACH return risk on large item debit transactions and small item debit transactions.
- Review all ACH transactions incoming and outgoing daily.
- Monitor all RDC deposits for compliance with signed agreements.
- Provide online banking support for consumer customers and backup support for commercial customers.
- Receive incoming calls from 60 internal and external customers in a fast-paced and competitive environment.
- Assist 50 online customers with a password.

Electronic Banking Specialist

Delta Corporation - 2013 - 2015

- Help customers with their Internet Banking when they're locked out
Reset passcodes Approve/Decline Internet Banking Access requests
Approve/Decline .
- Complete IAT Reports Complete Debit and Credit Exceptions
Complete Return Item and NOC Reports Complete Closed Account
Reports Complete Death .
- Process Incoming and Outgoing Foreign and Domestic Wire Transfers
ATM/Check Card Operations, Disputes & Fraud Treasury
Management Support, Set Up, .
- Receive incoming calls from 60 internal and external customers in a
fast paced and competitive environment Assist 50 online customers
with password .
- Follow-through on customer inquiries, requests or complaints; resolve
issues promptly; follow-up when needed.
- Evaluate customers current relationship and business objectives to
effectively recommend additional products or services.
- Attain aggressive sales goals by turning phone inquiries into sales
opportunities.



EDUCATION

- BBA General Business - (Francis Marion University)

SKILLS

Data Entry, Customer Service, Microsoft Office.