Robert Smith

Electronic Banking Specialist

CONTACT DETAILS

1737 Marshville Road, Alabama
(123)-456-7899
info@qwikresume.com
www.qwikresume.com

PERSONAL STATEMENT

Dependable, highly organized professional with outstanding educational records and employment achievements. Strong attention to detail and analytical skills. Technologically adept with a proven ability to efficiently handle multiple tasks in a fast-paced environment. Excellent interpersonal and communication skills.

WORK EXPERIENCE

Electronic Banking Specialist

ABC Corporation - July 2015 – May 2016

Responsibilities:

- Performed specialized electronic banking functions, conducting consumer banking maintenance on an as-needed basis and processing daily card file maintenance reports for management.
- Processed approximately 50 - 80 wires on a daily basis using third-party correspondent banks such as the Independent Bankers Bank and Feline Advantage and balanced coordinated general ledger accounts as needed.
- Managed and maintained an E-Manager program to assist customers with the online enrollment process.
- Resolved customer account discrepancies such as transaction-based errors from the third-party service providers and/or bank tellers, validated account closures and investigated frozen asset occurrences.
- Processed daily return items including return deposits and return ACH items to the Federal Reserve.
- Supplemented loan operations activities on an as-needed basis, including processing customer loan payments, liaising with insurance agencies to validate compliance with coverage requirements.
- Other responsibilities included resolution of customer service calls and other miscellaneous duties performed on an as-needed basis and set forth by management.

Electronic Banking Specialist

Delta Corporation - 2013 – 2015

Responsibilities:

- Duties while working for Bank of Hampton Roads Operations Center consisted of .
- Was also responsible for the implementation, training, and support for business online banking customers who used various cash management services .
- Responsible for the daily operations of all electronic banking services including ACH, ACH Origination, ATMs, Telephone Banking, and Internet Banking.
- Provide customer service for all of the electronic banking services.
- Maintain current policies and procedures within electronic banking.
- Assisted customers with navigating the Bank of Americas online banking.

SKILLS

Microsoft Office, Multi-Line Phone System, Greeted And Assisted Customer Needs.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

© This **Free Resume Template** is the copyright of Qwikresume.com. **Usage Guidelines**

- Troubleshooting computer issues and account access.

Education

BBA - 2006(Bank Administration Institute)

© This **Free Resume Template** is the copyright of Qwikresume.com. **Usage Guidelines**