

## Objective

7 years of experience as a Member Service Representative. I am a high-energy, enthusiastic and dependable individual who excels in challenging and competitive environments. I have a positive and confident personality blended with a strong work ethic. I also possess an acute awareness of surroundings and I am extremely observant of people, details, and effects.

## Skills

Microsoft Office, Customer Service, Analytical, Data Entry, Claims Processing, Organizational Development, and Leadership Development.

## Work Experience

### Sr. Member Service Representative

**ABC Corporation** - September 2010 – October 2013

- Maintained a cash drawer while servicing members with their banking needs.
- Actively involved in solving problems while maintaining a friendly atmosphere.
- Tactfully sold products provided and directed members to the departments they were appointed to.
- Involved in many business functions representing the Finger Lakes Federal Credit Union.
- Received the Service Star Award for excellent member service by receiving multiple accolades from the members themselves.
- Trained in multiple computer programs and handled customer service over the phone and online while maintaining an accurate transition for the members in the lobby while maintaining confidentiality.
- Ensured that all information and transactions regarding credit union members were kept confidential.

### Medical Secretary/Transcriptionist

**ABC Corporation** - May 2006 – September 2010

- Accurately checked in and outpatients with friendliness and knowledge of the check-in/out process.
- Utilized strong organizational and analytical skills, and a proven ability to handle multiple tasks.
- Dealt tactfully and effectively with difficult patients, resolving problems and ensuring satisfaction.
- Skillfully helped the doctor and his staff to provide a smooth transition for his patients and their needs.
- Accurately performed transcription for the doctor to ensure a timely disbursement of his dictations.
- Easily adapted to the office's programmed computer application and office equipment.
- Liaison between impacted departments and ensuring proper communications & practices.

## Education

BA in Organizational Management - 2014(Keuka College - Keuka Park, NY)Diploma- January  
2014(Finger Lakes Community College - Canandaigua, NY)Associates in Liberal Arts And  
Sciences - 2014(Finger Lakes Community College)