

ROBERT SMITH

Online Banking Representative

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SUMMARY

Looking to secure an Online Banking Representative position with a progressive company that will help me utilize my dedication and hard working history in customer service, sales, data entry, technical support, mortgage operations, my vast knowledge in computer programs and most recently my experience with Medical Coding. Very eager and quick to learn new things.

SKILLS

MS Office, Accounting.

WORK EXPERIENCE

Online Banking Representative

ABC Corporation - September 2014 – July 2015

- Worked in the online banking department which dealt with both Firstbanks online website and mobile app.
- Able to provide all Firstbank customers with a wide range of banking customer service on their bank accounts for example bank account balancing, mortgage calculations and payments, fraud/prevention, closing of accounts and cash reserves, credit card information, specific information pertaining to personal Firstbank accounts.
- Specifically dealt with website and mobile app technical customer service.
- Required complete knowledge of our online services and providing accurate banking information to our customers.
- Required special attention to fraud prevention and the safety of Firstbank customers banking/personal information.
- Maintained strict adherence to corporate procedures.
- Provided our whole online department with updated information on new software or hardware releases from Apple or Android software.

Online Banking Representative

Delta Corporation - 2010 – 2014

- Proactive in providing a great Internet Banking experience Aiding with navigation throughout the US Bank Website Knowledgeable of Bank operations .
- Provide customer service to Ally Bank customers, which included opening and closing accounts, doing electronic transfers, wires, quoting company .
- Online technical support assisted clients with enrolling in online Banking Trouble shooted with Apple, Safari, Assist with Small business online .
- Open and close accounts.
- Provide technical support for online banking customers by assisting customers with account information and account downloads.

- Prepare trouble shooting tickets to submit to help desk and set up online bill pay for customers.
- Provided efficient, expedient, and accurate end user support to personal banking customers.

SCHOLASTICS

- BA