

Online Banking Specialist

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
linkedin.com/qwikresume
Address: 1737 Marshville Road,
Alabama.

Objective

As an Online Banking Specialist, responsible for Responding to incoming calls from Bank of America Customers regarding their online banking account. Experience in Offering insight on navigation through the website, reset password and assist with creating new accounts via online banking.

Skills

Accounting, Advertising, Business Communications, Oral Communication, Microsoft Office, Business Management, Marketing.

Work Experience

Online Banking Specialist

ABC Corporation - January 2013 - 2015

- Received Incoming Calls Log Complaints/Compliments Give Technical help with lockouts/resets for online banking Process payments/refund fees Compass (pop money).
- Trained Co-Workers to be more efficient and teach them new programs by sitting with them for 1 hour at a time and training new reps in On Job Training.
- Coordinated the fun at work team, plan and organize events month to month, scheduling meetings, give presentations at the meetings, managing monthly budget, completing expense reports, responsible for over 150 Co-Workers not including management.
- Supervised internal employees during the clean-up project.
- Worked closely with programmers to develop new online banking applications.
- Answered incoming calls Assist customers with online banking Reset passwords Great customer service and communication skills.
- Resolved any issue involving Bill payments or system errors involving Online Banking.

Online Banking Specialist

Delta Corporation - 2011 - 2013

- Initiated various bank applications and specialized in delivering excellent service to all bank clientele.
- Strategic objectives of banks mission statement and policy.
- Customer satisfaction specialist.
- Answer incoming calls Assist customers with online banking Reset passwords Great customer service and communication skills.
- Provide Excellent Customer Service, Maintained Quota, Handled Client Information, Directed Calls on Multi-phone line, Handled Online Problem Solving.
- Provide extensive troubleshooting to resolve issues specific to digital products, including but not limited to software, browser, computer, and device.
- Demonstrate the ability to navigate customers through digital products via the use of probing questions, especially in situations were unable to see.

Education

GED