Robert Smith

Personal Phone Banker

CONTACT DETAILS

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PERSONAL STATEMENT

To establish employment with a company that has advancement opportunities for employees who are dedicated to a personal, as well as a professional pursuit of excellence.

WORK EXPERIENCE

Personal Phone Banker

ABC Corporation - September 2014 – January 2016

Responsibilities:

- Answered calls in regards to bank accounts, loan applications, customer service for First National Bank Texas, Fort Hood National Bank, and First Convenience Bank.
- Worked with Horizon and branch platform to transfer funds, order bank cards, change contact information, travel advisories, etc.
- Gave the customers my all, regardless of the how simple or complex the situation or task was.
- Used Outgoing personality, great computer skills with typing at 97 wpm, always kind, helpful, great team player, and respectful.
- Built a clientele to help them succeed financially.
- Had additional duties for recognition for team members who provided top notch customer service.
- Occasionally managed a team of 20-30 team members by providing lead support.

Personal Phone Banker

Delta Corporation - 2011 – 2014

Responsibilities:

- First Convince Bank, First National Bank Texas and Fort Hood National Bank.
- Customer Service representative.
- Assists customers through phone calls Open accounts (checkings, savings, CDs, Money markets) Account maintaince with fees (overdraft/extended fees) .
- Attained knowledge of all government banking regulations Met daily, monthly, and quarterly sales objectives Provided banking support via the .
- Service business customers accounts unblock debit and credit cards verify balance information upgrade and down grade accounts refer products and .
- Data entry Customer Service Answer phones Handle Card Issues.
- Serviced deposit accounts for members by identifying various ways to help manage their financial needs.

SKILLS

Microsoft Office, Horizon, Branch Platform, Customer Service, Computer Skills.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

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

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Education

High School Or Equivalent

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