

ROBERT SMITH

Personal Phone Banker

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Seeking a Personal Phone Banker position that will provide me with the opportunity to develop new skill sets and encourage a lifelong career.

CORE COMPETENCIES

Microsoft Office, Medical Assistant.

PROFESSIONAL EXPERIENCE

Personal Phone Banker

ABC Corporation - January 2010 – June 2010

Key Deliverables:

- Complied with all corporate policies, procedures and federal regulations.
- Offered suggestions and participates with branch event marketing activities.
- Opened and processed new personal and business accounts, including DDA, savings and certificates of deposit, safe deposit boxes, debit cards, and other bank products.
- Assisted in the delivery of quality customer service through personal contact with customers and prospects, while adhering to company quality standards.
- Answered phone and assists caller and/or transfer callers to appropriate personnel.
- Quoted products and rates.
- Met and greeted customers.

Personal Phone Banker

Delta Corporation - 2009 – 2010

Key Deliverables:

- Provided customer support to bank members, handled money transfers, and tech support for the bank website.
- Answer phone calls Deal with social security numbers Give people their balance, along with applying for loans, and closing cards Note the account .
- Call center environment -Resolving customers concerns while referring any desired products -Meet daily, monthly, and quarterly sales goals using .
- Helped customers with their bank accounts Helped customers order new debit cards Helped customers apply for credit cards Helped customers with their .
- Was in charge of setting up loans, transferring funds, and helping customers open and close their accounts/credit cards.
- Had to look for other jobs do to the distance.
- Communicate with verified account holders Provide helpful and detailed customer service Express willingness to help customers and colleagues Interact .

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EDUCATION

Bachelors Of Arts In English Studies

