

Robert Smith

Phone (123) 456 78 99

Email: info@qwikresume.com

Website : www.qwikresume.com

LinkedIn: [linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)

Address: 1737 Marshville Road, Alabama

Premier Phone Banker

SUMMARY

A motivated, detail-oriented individual with a solid foundation of career education and training in the field of Medical Coding and Billing, with an understanding of procedures, rules and regulations, office skills, and dedication to provide quality services.

SKILLS

Banking, Microsoft Office, Customer Service.

WORK EXPERIENCE

Premier Phone Banker

ABC Corporation - December 2008 - August 2009

- Performed at platinum levels in all aspects of my position.
- Coached other bankers who were struggling in a particular area of performance so that they could improve.
- Reached the maximum bonus each quarter for reaching the highest levels in quality assurance, referral rate, partner referrals and average handle time.
- Performed specialized customer service to current members that were considered Premier with over 250 thousand or more invested with the bank.
- Identified products and services to and recommended them to grow the personal relationship with the high value of members.
- Promoted to a secondary role as a role bank to assist with newly hired employees after their training was complete.
- Checked to unsure that appropriate changes were made to resolve customers problems.

Premier Phone Banker

Delta Corporation - 2005 - 2008

- Provide customer service for high value customers, answer account related questions, ensure that customers are in current and correct account types .
- Maintain handle time and adhere to schedule Assist supervisors and team leads with any additional projects including tracking sales production of .
- Responsible for building as well as preserving strong rapport and interpersonal relationships with Wells Fargo premier clientele (accounts consisting .
- Consistently maintain a customer satisfaction rating of at least 95%.
- Personally take and complete a volume of 60 - 100 calls per day while maintaining an average 275 handle time, 33% referral rating, and 10% sales .
- Organize team meetings and team events, worked in tandem with supervisor to improve team performance and morale.
- Same as below (phone banker 2), except now working with most affluent customers, more complex issues, white glove treatment, customer satisfaction an .

EDUCATION

Bachelor's