ROBERT SMITH

Sr. Remittance Processor

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

SUMMARY

More than 15 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, and planning/implementing proactive procedures and systems to avoid problems in the first place. Possess solid computer skills. Excellent working knowledge using both IBM and Mac systems; Lotus 1-2-3, Microsoft Excel, WordPerfect, Microsoft Word, CT DataTrac.

CORE COMPETENCIES

Financial Services, Data Entry, 10-Key, Customer Service, Quality Control, Problem Solving, Team Building, Team Player, Hipaa.

PROFESSIONAL EXPERIENCE

Sr. Remittance Processor

Bank Of New York Mellon Corp - December 2012 – 2020

Key Deliverables:

- Manually extracted payments from envelopes, separated and sorted checks and invoices in order to prepare deposit in accordance with client specifications and required workflow.
- Read and followed specific instructions, which are unique for each account, to accurately prepare deposit.
- Collected and prepared check copies for re-association where applicable.
- Physically re-associated check copies with invoices and envelops by matching and stapling the check copy, invoice, and envelope together in accordance to customer requirements.
- Sorted complete batches in outgoing mail area to be returned to the client.
- Met or exceed established department standard while completing all of the duties listed above.
- Maintained department established Quality standard while completing all of the duties listed above.

Remittance Processor

Delta Corporation - 2008 – 2012

Key Deliverables:

- Open/extract payments.
- Sort payment to system specifications.
- Pre-balance payments when required.
- Batch and prepared payments for image processing.
- Encode and cancel checks, using bank machines.
- Take orders for imprinted checks.
- This is Dummy Description data, Replace with job description relevant to your current role.

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EDUCATION

- Certificate in Business and Computers - 1987(Bryant Stratton Business College - Chicago, IL)

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