

Robert Smith

Telephone Banking Representative

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
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www.qwikresume.com

PERSONAL STATEMENT

More than 10 years' successful experience in customer service/technical support with recognised strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures to avoid issues. Excellent computer software knowledge using both IBM and Mac systems; Microsoft Excel, Word-perfect, Power Point, and Microsoft Word. Ability to train, motivate; supervise customer service/technical support associates. Conduct audits and variance analyses, and maintain/update accurate inventories.

WORK EXPERIENCE

Telephone Banking Representative

ABC Corporation - July 2012 - August 2020

Responsibilities:

- Educated customers on operating channels like automated systems, and online banking.
- Solved issues and respond to customer inquiries in an effective manner.
- Handled financial transactions, payments, and transfers.
- Provided assistance with unlocking online accounts/password assistants.
- Educated customers on policies and regulations to maintain accounts.
- Maintained quality control/satisfaction records, constantly seeking new ways to improve customer service.
- Provided 100% servicing including account maintenance, research, customer follow-ups and online support with Chase.

Telephone Banking Representative

Delta Corporation - 2008 - 2012

Responsibilities:

- Answer customer phone calls, service customer needs.
- Great customer service.
- Skills Used Job and Policy knowledge.
- Friendly and service with care and patience.
- Extensive telephone communication with internal and external customers Processed Account Transactions; Checking, Savings and Credit Card transactions .
- Conducting customer satisfaction surveys and various telemarketing duties Conducting branch customer service evaluations (mystery shops) Handling .
- Answered internal and external calls from customers and prospective clients and helped them with their needs.

Education

Associate Of Science In Real Estate

SKILLS

Assembly, Loading,
Unloading, Packing,
Inspection, Stocking,
Deep Cleaning,
Communication Skills,
Verbal , And Typing.

LANGUAGES

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

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)