

Client Name
13127 S. Resume Road - Jobs, CA 95959

(555) 555-5555 or (555) 555-5555
client@nowhere.net

CAREER OBJECTIVE

Outgoing, motivated team player eager to contribute dynamic customer service, administrative, supervisory, team building, and organizational skills towards supporting the objectives of an organization that rewards reliability, dedication, and solid work ethics with opportunities for professional growth.

PROFESSIONAL EXPERIENCE

Feather River State Bank - Yuba City, CA 1996-Present
Recipient of Feather River State Bank's top 2 awards, the Star Award and the Chairman's Award.

Customer Service Representative (2003-Present)

- Relied upon to apply comprehensive banking experience as Supervisor and multi-department backup while concurrently managing online personal/business banking product processing and servicing.
- Present a professional, client-focused image in representing bank to customers and branch personnel, generating a positive market image and supporting business growth.
- Proficiently plan, coordinate and manage a broad range of banking activities including monthly and quarterly reporting, outside broker investment processing, payroll reporting, outgoing wire transfers, legal request processing, and supplies procurement.

Service and Operations Support Unit Supervisor (2001-2003)

- Proactively managed 5-member team, with accountability for creating job descriptions, recruiting and hiring, training/cross-training, performing annual performance reviews, conducting weekly employee meetings, and diplomatically implementing disciplinary actions.
- Spearheaded audit review preparedness initiatives vital to ensuring operations compliancy.
- Established, cultivated, and maintained productive customer and branch relationships.

Service and Operations Support Unit Representative (2000-2001)

- Concurrently managed 2 desks, demonstrating dynamic organizational, prioritization, project administration, and time management skills.
- Processed and maintained ATM/Debit card and personal online banking product transactions.
- Created an online banking product and quick reference guide.
- Defined, developed, wrote, and integrated streamlined/centralized operational procedures and processes to boost efficiency, productivity, and quality assurance.

Customer Service Representative (1996-2000)

- Provided comprehensive customer support through performance of a variety of teller activities including money order/official check/traveler check processing, school food coupons distribution, mail/night drop deposit processing, credit rating, monthly certifications, and various reporting.

United Retail Incorporated, DBA Sizes Unlimited -Yuba City, CA 1994-1996
Store Manager (1994-1996)

Assistant Store Manager (1994)

- Rapidly promoted to lead 10 employees in service-oriented retail environment, with accountability for scheduling and training personnel for optimal individual and group performance.
- Ensured achievement of home office and district sales management productivity and profitability goals through decisive leadership, sound business practices and effective operations administration.
- Strategically merchandised products to maximize sales and profits.

Dynaco Food Service, DBA Perko's Café -Yuba City, CA 1989-1994
Assistant Manager

- Directed up to 13 team members in providing quality food service to patrons.
- Entrusted with managing and balancing cash receipts and deposits.
- Closely monitored and forecasted food and labor costs to optimize bottom-line profits.
- Controlled inventory levels to meet operational demand and cost-effectively procured supplies.
- Enthusiastically supported waitress and hostess activities, building strong guest relations leading to repeat business, referrals, and client retention.

EDUCATION

Business Management, Yuba Community College – Marysville, CA
General Education/Travel and Tourism, Butte Community College – Oroville, CA

