Client Name

(555) 555-5555 or (555) 555-5555

13127 S. Resume Road - Jobs, CA 95959

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