

## REVOLVING CREDIT SUPPORT SPECIALIST

### Professional Background

Energetic, dedicated Support Specialist with strong interpersonal skills and 8+ years of contact center and customer service experience. Proven ability to work effectively with people of various ages, cultural backgrounds, and socio-economic statuses. Financial and Customer Support background and the ability to build new and strengthen existing relationships. Great attitude, strong work ethics and customer focused outlook. Well-developed verbal and written communication skills.

### Skill Highlights

Microsoft Office Suite and Outlook

### Professional Experience

Revolving Credit Support Specialist

May 2013 Company Name i¼ City , State

- Identify inefficiencies and make recommendations for process improvements resulting in 20% higher customer satisfaction ratings.
- Developed and implemented communication strategies and information programs Help associates identify strengths and weaknesses and implement plan of action to improve their skills Updated departmental standard operating procedures and database to accurately reflect the current practices Act as a Subject Matter Expert regarding bank products, policies and procedures Developed effective relationships with different lines of business through clear communication Assist customer and sales representatives with account inquiries and follow up with maintenance requests Analyzed financial information, obtained from clients, to determine strategies for meeting clients' financial objectives Successfully managed the activities of 45 team members in multiple locations Coordinated with underwriters, loan officers, and operations teams to manage and resolve account concerns Led training programs designed to implement new agent performance management standards for credit center departments.

### Revolving Credit Specialist

May 2012 to May 2013 Company Name i¼ City , State

- Navigate and maintain extensive research and knowledge of bank products Serviced multiple inbound customer inquiries through different channels Report to immediate manager the learning gaps that associates are challenged with Consistently exceed quality and sales expectations Conducts side by side coaching sessions with associates Organize team huddles for weekly meeting Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Assisted with the development of the call center's operations, quality and training processes.
- Built customer loyalty by placing follow-up calls for customers who reported product issues.
- Developed effective relationships with all call center departments through clear communication.
- Analyzed financial information, obtained from clients, to determine strategies for meeting clients' financial objectives Served as liaison between customers, bank personnel and various internal departments.
- Team Mentor responsible for coaching and development of both new hire and seasoned associates Trained new hire associates as an On the Job training (OJT) coach.

### Relationship Banking Associate

July 2007 to May 2012 Company Name i¼ City , State

- Team Mentor responsible for coaching and development of both new hire and seasoned associates Assisted customers with a wide range of account related inquiries Offered products and services to help customers expand banking relationships Met quality and sales goals requirements Created visual aids for teammates for team and center campaigns Trained new hire associates as an On the Job training (OJT) coach Developed effective relationships with all call center departments through clear communication.
- Managed wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Researched banking guidelines and statutory requirements to stay updated on new laws and applications.
- Recommended and helped customers select products and services based on their needs.
- Courteously assisted over 100 customers per day in a high-pressure and fast- paced environment Additional Information.

### Education and Training

Bachelor of Science : Health Administration Information Systems , February 2016 University of Phoenix i¼ City , State , United States Health Administration Information Systems

### Skills

administrative, banking, call center, coach, coaching, credit, clients, customer satisfaction, customer service, database, detail-oriented, fast, financial, team leader, Lotus Notes, Mainframe, Mentor, Microsoft Office Suite, Outlook, works, organizational skills, performance management, personnel, policies, processes, quality, research, sales, Self-Motivated, Self-starter, Supervisor, supervision, time management, training programs