

# Text Resume Example

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## NAME

Street Address  
City, State Zip Code  
Phone Number  
E-Mail

## CAREER SUMMARY

Customer service manager with proven experience in training and total quality management. Proven ability to manage and motivate teams. Recognized for consistently achieving high levels of productivity as a leader and individual contributor.

## EXPERIENCE

**JPMorgan Chase**, City, State

2003 - Present

### Mortgage Specialist (2004 – Present)

- \* Managed team of 8 customer service representatives in a mortgage-servicing environment. Inbound customer call center averaged 3,000 calls per week. Serviced portfolio of 50,000 loans. Tracked phone statistics and satisfaction surveys to ensure quality standards were met or exceeded.
- \* Designed training program for new customer service and insurance representatives. Developed escrow analysis training.
- \* Project manager for insurance outsourcing conversion. Coordinated all phases including systems implementation and training. Projected annual savings of \$100,000 due to staff reduction and improved efficiency.
- \* Directed initiative to ensure compliance with 1994 federal flood guidelines. Acted as liaison between mortgage company, flood determination company, and insurance outsourcing company.

### Customer Service Supervisor (2003 – 2004)

- \* Reengineered customer service department and shifted focus to exceeding customer expectations.
- \* Supervised and coached team of 7 customer service representatives. Customer satisfaction ratings exceeded 95%.
- \* Reduced average answer speed by 50% through team empowerment, motivation, and cross training. Analyzed work flows and made recommendations to improve efficiency.
- \* Reduced average turnaround time by 67% by implementing scheduled time off the phones and improving time management.

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CITIBANK, City, State

1998 -

2003

Branch Manager (2000 – 2003)

\* Managed the daily operations of a \$60 million branch banking facility. Evaluated branch performance and implemented actions to ensure objectives were met. Strengthened and grew customer relationships through a commitment to quality service.

\* Managed, coached, and trained 12 branch employees.

\* Consumer Loan Officer - Reviewed loan applications for real estate, automobile, and personal loans as well as credit cards; performed credit analysis and loan investigation. Youngest officer with lending authority.

Branch Manager (1998 – 2000)

\* Managed a \$23 million branch banking facility with a staff of 7.

\* Promoted sales culture within branch to encourage cross selling of bank products and services to existing customers. Increased branch deposits by \$1 million.

\* Closed largest commercial banking relationship at branch in 1990.

## PREVIOUS EXPERIENCE

\* Researched, developed, and implemented MasterCard Business Card program.

\* Reviewed and processed, as an Assistant Manager with Northern Trust, home equity, automobile, and personal loan requests.

\* Instrumental in the start-up of new consumer loan department.

## EDUCATION

B.A. in Psychology

Indiana University, Bloomington, Indiana

## **JPMorgan Chase Courses**

Diversity

Principles of Leadership

Customer Service Excellence

## COMPUTER SKILLS

Microsoft Word

Microsoft Excel

Microsoft Access

Lotus Notes