

JASMINE NELSON-LEWIS

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WORK EXPERIENCE

TD BANK , CHESTER, PENNSYLVANIA

Teller II (Senior), Jan 2018 – Present

- Determine customers' financial services needs and prepare proposals to sell services that address these needs.
- Contact prospective customers to present information and explain available services.
- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Enter customers' transactions into computers to record transactions and issue computer-generated receipts.
- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Count currency, coins, and checks received, by hand or using currency-counting machine, to prepare them for deposit or shipment to branch banks or the Federal Reserve Bank.
- Order a supply of cash to meet daily needs.
- Receive and count daily inventories of cash, drafts, and travelers' checks.
- Prepare and verify cashier's checks.
- Sort and file deposit slips and checks.
- Carry out special services for customers, such as ordering bank cards and checks.
- Process transactions such as term deposits, retirement savings plan contributions, automated teller transactions, night deposits, and mail deposits.
- Identify transaction mistakes when debits and credits do not balance.
- Resolve problems or discrepancies concerning customers' accounts.
- Arrange monies received in cash boxes and coin dispensers according to denomination.
- Receive mortgage, loan, or public utility bill payments, verifying payment dates and amounts due.
- Explain, promote, or sell products or services such as travelers' checks, savings bonds, money orders, and cashier's checks, using computerized information about customers to tailor recommendations.
- Count, verify, and post armored car deposits.
- Monitor bank vaults to ensure cash balances are correct.
- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Check to ensure that appropriate changes were made to resolve customers' problems.

- Customer Service Main focused target. Making sure, each individual customer is treated based on needs first, and then going beyond the initial need once the issue is resolved. Keeping Bank Operational needs are meant on a daily basis, that myself is accountable and Team are in compliance.

STARBUCKS, KING OF PURSSIA, PENNSYLVANIA

Supervisor, Jan 2017 – Dec 2017

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Instruct staff on how to handle difficult and complicated sales.
- Inventory stock and reorder when inventory drops to a specified level.
- Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Assign employees to specific duties.
- Enforce safety, health, and security rules.
- Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Plan and prepare work schedules and keep records of employees' work schedules and time cards.
- Review inventory and sales records to prepare reports for management and budget departments.
- Examine products purchased for resale or received for storage to assess the condition of each product or item.
- Establish and implement policies, goals, objectives, and procedures for their department.
- Confer with company officials to develop methods and procedures to increase sales, expand markets, and promote business.
- Estimate consumer demand and determine the types and amounts of goods to be sold.
- Keep records of purchases, sales, and requisitions.

CABRINI UNIVERSITY , RADNOR , PENNSYLVANIA

Administrative Assistant, Nov 2014 – Jul 2015

- Acquire, distribute and store supplies.
- Set goals and deadlines for the department.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Hear and resolve complaints from customers or the public.

- Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- File and maintain records.
- Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Process and prepare memos, correspondence, travel vouchers, or other documents.

EDUCATION

THE CITY SCHOOL AT RITTENHOUSE, PHILADELPHIA, PENNSYLVANIA

High School Diploma, May 2014

CABRINI UNIVERSITY, RADNOR, PENNSYLVANIA

Expected graduation, Dec 2018

ADDITIONAL SKILLS

- CommunicationCommunication is a great skill that I have obtained naturally. I have thoroughly taken steps to strengthen this skill, from sitting in discussions to, solving customer based needs, to presentations.
- Quick LearningMy skills with understanding, and learning are more visually focused. Which means, being a visual learner is easiest for me to grasp the task at hand.