

Jennifer Andino

4013 O St. Philadelphia, PA 19124 | C: (267) 629-0194 | andinojennifer1385@gmail.com

Highly focused and dependable Customer Service Representative with an excellent customer service and cash management record. Adept at handling multiple customer requests and concerns with the utmost professionalism and courtesy. Able to work well independently with little to no supervision or in coordination with tellers and other bank staff.

Experience

Beneficial Bank

Philadelphia PA

Teller 3

April 2013 – May 2017

- Maintained positive professional relationships with customers and coworkers
- Handled customers' inquiries and follow up if needed
- Provided approvals in accordance with bank's policies and procedures when needed to complete certain transactions.
- Partnered with Service Manager on completing control tasks on a timely manner. Performed daily and monthly audits on all cash vaults and ATMs.
- Managed teller line in supervisor's absence. Accelerate team's sale with coaching and motivation to ensure goals are met.
- Participate in community events to professionally network alongside other managers and regional supervisors.
- Provide excellent customer service while processing transactions, and recommending additional products and services to meet customers' needs.
- Remarkable ability to effectively supervise, coach, train and inspire team members to excel.

GOLDEN INSURANCE

Philadelphia PA

Seasonal Customer Service Representative

November 2010- March 2013

- Answering general/tax questions, registration, payment/account changes, and directing media, partner, government inquiries to appropriate responsible parties.
- Responsible for providing taxpayers with information on the status of their returns/refunds, and for resolving the majority of issues and questions to settle their accounts.
- Analyze claims for accuracy for the individual to be granted a refund as well as collecting payments.
- Review tax returns to ensure accuracy, determining permissible deductions and reporting any adjustments.
- Handle incoming calls from tax payers as well as finding answers and solutions to their specific questions and clarifications.

Education

DPT BUSINESS SCHOOL.
ACCOUING
Degree

Philadelphia PA
Class of 2010

References:

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Maria Aguilar
Assistant Branch Manager
Beneficial Bank
(267) 760-6888

Elizabeth colon
Manager
Golden Insurance
(267) 858-2706

Kimary Vasquez
Customer service Representative
PA Auto
(267) 961-8305