
CYNTHIA RICHMOND

555 Any Drive | Columbus, Ohio 55555 | h: 555-555-5555 | m: 555-555-5555 | name@email.com

PROFESSIONAL PROFILE

Service-focused, performance-driven professional with a career characterized by achievements in customer service, problem resolution, operations management, and training and development. Recognized throughout career—with customer and peer commendations, awards, and promotions—for an often-unmatched commitment to customer service, whether working with internal or external clients. Combine meticulous attention to detail and keen decision-making skills, with the ability to identify root causes and solve problems expeditiously. Strong organizational, multitasking, and administrative support capabilities. Excel while working autonomously or as a collaborative team member. MBA degree from Local State University. Additional capabilities include:

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| ✓ Operations / Department Management | ✓ Internal / External Customer Relations |
| ✓ Research / Investigation / Resolution | ✓ Performance Improvement Coaching |
| ✓ Policy / Procedure Dissemination | ✓ Training / New-Hire Orientation |
| ✓ Regulatory / Legal Compliance | ✓ Team Leadership / Motivation |
| ✓ Team / Systems Integration | ✓ MS Office / Lotus Notes |

PROFESSIONAL EXPERIENCE

BANKING COMPANY, Columbus, Ohio

1996 to Present

Branch Operations Support Analyst II (2003-Present)

Charged with disseminating and supporting the implementation of policies and procedures throughout approximately 200 banking centers in 17 states. Collaborate with client / retail service teams to interpret procedural and legal guidelines within the context of varied situations. Serve as a consultant while providing advice and leadership on trusts, estates, subpoenas, search warrants, and more, ensuring complete compliance with regulatory and internal guidelines. Escalate severe concerns requiring cross-functional support and refinement of existing policies and procedures. Foster individual and team accountability by initiating communications with diverse teams and training to improve performance and empowerment.

- Drove several major process and procedure improvements upon identifying deficiencies in existing systems, escalating concerns, and recommending viable solutions.
- Played a key role during numerous business acquisitions, working diligently to integrate systems, identify issues, map and implement solutions, and avoid account / service interruptions.
- Surpassed performance objectives by maintaining focus on quality, long-term issue resolution, effective call handling, and a commitment to providing exceptional service to internal team members.
- Facilitated new-hire and performance improvement training, including identifying opportunities to elevate individual and team results, coaching staff on best practices, and modeling a service-centric approach.
- Liaised between retail center teams and legal counsel while reviewing legal documents, referencing state statutes, and verifying appropriate execution of policies and 100% regulatory compliance.

Help Center Support Analyst II (2000-2003)

Help Center Support Analyst I (1999-2000)

Worked closely with retail banking centers while researching and resolving account issues, developing client communications, and providing system navigation guidance. Influenced a 13-member support center team by modeling best practices, providing ad-hoc assistance, and garnering a reputation for commitment to service.

- Consistently placed as a top-ranked analyst based on qualitative review of client communications, call productivity, problem resolution, and policy / procedure dissemination.
- Demonstrated excellent research, investigation, and resolution skills while responding to banking center inquiries, identifying root causes, and developing long-term solutions.
- Received fast-track promotion within 12 months based on proven analysis and solution deployment skills.

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PROFESSIONAL EXPERIENCE - CONTINUED

BANKING COMPANY - Continued

Customer Service Associate II (1998-1999)

Addressed and resolved customer service issues while providing banking center support including balancing reports, vault, ATM, and cash transactions of up to \$400K daily. Worked closely with prospective and existing account holders to review needs, suggest new products and services, and exceed monthly sales objectives.

- Won several quarterly sales awards based on a commitment to accurately assessing client needs, suggesting and cross-selling new products, and ensuring each client's complete satisfaction.
- Recognized for diligent fraud prevention efforts, receiving numerous awards for identifying fraudulent practices, executing policies flawlessly, and preventing major banking center losses.
- Received seven "Client Star" awards based on clients submitting written letters of commendation for exceptional customer service and problem resolution efforts.

Senior Customer Service Associate (1997-1998)

Customer Service Associate I (1996-1997)

Oversaw eight bank tellers in performing daily functions including processing account transactions, addressing customer needs, and recognizing cross-selling opportunities. Coached and trained team to improve sales and service performance in a fast-paced and high-volume setting.

Additional Experience:

Bath Supply, Inc., Columbus, Ohio - Retail Sales (2001-2003)

- Assisted customers with the selection of merchandise, restocked inventory, and maintained the cleanliness and appearance of the store at all times.

Home Store, Columbus, Ohio - Customer Service Rep. (1999-2001)

- Managed the customer service desk including processing merchandise returns, balancing cash drawer, fielding customer and employee inquiries, and producing management sales reports.

EDUCATION

LOCAL STATE UNIVERSITY, Columbus, Ohio

Master of Business Administration (2006)

GPA: 3.63 / 4.00

Coursework included:

Business Policy & Strategy, Quantitative Business Analysis, Service Industry Marketing & Accounting, Legal & Ethical Decision-Making, Managerial Finance & Economics, and Global Business Issues

Bachelor of Business Administration (2004)

Recognized by Who's Who Among Students in America's Universities and Colleges for Outstanding Academics