

# JULIE J. JONES

1 First Avenue  
Los Angeles, California 12345



(555) 123-4567  
name@email.com

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## RETAIL BANKING CANDIDATE

**OFFER 2+ YEARS' EXPERIENCE IN CUSTOMER SERVICE, CROSS-SELLING, & RETAIL MANAGEMENT**

**Received a 100% Secret Shopper Score | Led the #1-Ranked Store in the District**

**S**ervice-oriented and detail conscious with a recently acquired degree in finance, current pursuit of a graduate degree in accounting, and the customer service, sales, and retail experience to predict success in a retail banking role. Led a retail store to rank #1 in the district—out of 10 stores—through delivery of solid customer service, identification of and capitalization on cross-selling opportunities, and management of a lean operation. Proven to adhere to internal and regulated guidelines with an understanding of the importance of policy and procedure compliance. Possess strong communication, organization, and multitasking skills along with the ability to think critically in fast-paced and high-volume settings. Fast learner with loyalty and drive to achieve desired results.

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## TRAINED & EXPERIENCED IN...

- Customer Service Excellence
- Cash Handling & Balancing
- Cross-Selling & Up-Selling
- Investment Fundamentals
- Investment Management
- MS Office Applications
- Research & Evaluation
- Data Entry & Auditing
- New-Hire Training

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## ACADEMIC BACKGROUND

University of Phoenix, Phoenix, Arizona

**Master of Science in Accountancy Candidate - Anticipated 2011**

– Completed Communications for Accountants course and currently completing Accounting Research & Theory –

**Bachelor of Science in Business, Major in Finance - 2010**

– Coursework included Research & Evaluation, Principles of Accounting, Business Law, Marketing, Corporate Risk Management, Mergers & Acquisitions, Corporate Restructuring, Global Finance, and Strategic Financial Management –

**Associate of Arts in Business - 2007**

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## HIGHLIGHTS OF EXPERIENCE

**Customer Service Delivery:** Facilitated a high level of customer contact in fast-paced retail settings, accurately assessing customers' needs, delivering service-oriented support, and implementing suggestive selling to increase sales results.

**Transaction Processing:** Performed cash-handling functions—in high-volume retail environments—with attention to detail and accuracy, mitigating organizational risks by ensuring full policy and procedure compliance.

**Process & Procedure Compliance:** Drove compliance with internal and external requirements in highly regulated environments, demonstrating the ability to understand expectations and implement best work practices.

**Internal Auditing:** Verified the accuracy of invoices, shipments, and shipping charges, surpassing productivity goals—resulting in pay raises each year—by auditing packages efficiently and accurately.

**Data Entry:** Keyed patient information into a proprietary system for a medical records management company, ensuring accurate data entry in order to archive records and facilitate ease of retrieval.

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## EMPLOYMENT HISTORY

Child Care & Learning Center, Los Angeles, California  
**Assistant Preschool Teacher** (2007-2010)

Parcel Delivery Service, Los Angeles, California  
**Revenue Recovery** (1999-2004)

Pea in the Pod, Los Angeles, California  
**Acting Manager** (1997-1999)

High Performance Auto, Los Angeles, California  
**Warehouse Associate** (2004-2007)

Records Management, Los Angeles, California  
**Data Entry Clerk** (2002-2003)

Baby Superstore, Los Angeles, California  
**Customer Service Associate** (1996-1997)