
Client Service Specialist Resume

Job Objective

Looking for a position as a Client Service Specialist within the company. Hope to bring years of technical experience and managerial skills to the table to help your company advance.

Summary of Qualifications:

- Sound experience in a direct client services
 - Good knowledge of handling client concerns and issues with tact and diplomacy
 - Excellent knowledge and experience in banking
 - Attention to detail, concentration, and problem solving abilities
 - Great Cash handling skills
 - Reading, writing and mathematical ability
 - Superior Communication, Client Service, Sales and Referral Skills
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Work Experience:

Client Service Specialist, May 2006 – Present
UnitedHealth Group, Largo, FL

- Identified negative service trends and communicated appropriately.
- Provided support to implementation and renewal processes.
- Performed to update internal databases, and report requests.
- Served as information resource to customers, sales support, and marketing.
- Provided information, service, or referred customers to appropriate staff.
- Assisted in training and mentoring new Strategic Account Executives.

Client Service Specialist, March 2003 – April 2006
Pacific Continental Bank, Largo, FL

- Processed a variety of routine checking and banking services.
 - Processed mail transactions and night deposit and courier bags.
 - Displayed exceptional client service skills.
 - Maintained a satisfactory balancing record.
 - Ensured to adhere to PCB's check cashing guidelines and related policies.
 - Performed other duties as explained and assigned.
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Education:

Bachelor's Degree in Business Administration, Morris College, Sumter, SC

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